

ATTACHMENT A

MINUTES OF THE COMMITTEE ON ACCESSIBLE TRANSPORTATION March 19, 2014 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: Jan Campbell, Chair; Leon Chavarria, Harold Cheeks, Jim Jackson, Diana Keever, Patricia Kepler, Beth Nagy-Cochran, Arnold Panitch, Zoe Presson, Claudia Robertson, Chris Walker

Staff: Drew Blevins, Susan Florentino, Allen Morgan, Bob Nelson, Kim Zurcher

Guests: Adam Kriss, Margo Moore (First Transit), Paul Pappas

APPROVAL OF THE AGENDA AND MEETING

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

Claudia Robertson made a motion to approve the February 19 meeting minutes. The motion was seconded and passed.

ANNOUNCEMENTS FROM THE CHAIR

There were no announcements from the Chair.

WRITTEN COMMUNICATIONS

No written communications had been received.

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STAFF COMMENTS

Kim Zurcher reported on the CAT activities scheduled for April. The CAT will not have a formal meeting in April. Committee members have been invited to attend the PMLR bridge naming event on Wednesday, April 16, 10-11 a.m. at the OMSI plaza. Invitations will be sent shortly and light refreshments will be served.

The CAT will also have the opportunity to tour the PMLR alignment again. There will be two tour options on Friday, April 18 and Friday, April 25. Those attending should be at the TMC by 9:15 a.m. The tours will last about two hours and return everyone to the TMC.

Zoe Presson and Patricia Kepler indicated they would like to attend on the 25th and Chris Walker would like to attend on the 18th. The remaining CAT members are asked to contact Kathy Miller to let her know their availability.

Allen Morgan announced that some staff would be moving to the remodeled Center Street facility on SE 17th on Monday. The rest of the remodel should be completed by September. Allen added that the CAT might have an opportunity to tour the building once completed.

Claudia Robertson asked if the facility would be accessible. Allen said that it would be. Jan said that the CAT had identified a number of accessibility issues at the Harrison Square building and asked for staff to provide an update on the status. Jan asked that Kathy Miller follow-up and report back.

PUBLIC COMMENT

Paul Pappas commented on the new parking requirements for people with disabled parking permits for the City of Portland. He questioned whether some of the money collected for the parking would be shared with TriMet to help offset any additional LIFT ridership if people unable to park downtown. He's contacted Commissioner Novick's office and expects to get a response.

Jan said that she had been on the parking task force and had asked if any of the parking fees could be used for improvements for people with disabilities and and/or seniors. She had been told the monies would be used for general repairs that would benefit all but not for the needs of a specific group.

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There was discussion about who would need to use the LIFT versus drive due to cost of parking. Patricia said that there are also restrictions as to access to specific parking spaces based on disability.

The committee agreed there were several issues regarding the new parking arrangements.

STATE OF TRIMET – Bob Nelson, Interim Deputy General Manager

Bob Nelson, Interim Deputy General Manager, provided an overview on the FY15 Budget Proposal. The proposed budget includes: 1) an operating budget of \$493.5M; 2) a capital budget of \$113.7M; and a light rail of \$317M which is mostly federal monies related to the PMLR (Orange Line) construction.

Highlights of the presentation regarding the budget included:

Goals for FY15 are to:

- continue to work on long-term fiscal stability,
- make key investments in service and the system,
- lay the groundwork for transit growth, and
- reform the labor contract to be able to sustain service levels.

Finances

- Payroll tax is experiencing good growth.
- Federal preventative maintenance funds are flat but should be about the same as last year.
- Fare revenue is expected to increase modestly as ridership grows.
- A new labor contract is vital to improve finances.

Five Year Plan

- Deliver safe and dependable service by:
 - focusing on the customer,
 - enhancing fiscal stability, and
 - building partnerships for transit growth.
- Advance the plan through:
 - increased and improved service,
 - equity with fares, service and opportunities, and
 - value in terms of efficiencies and cost structure.

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Fares

- no fare increase proposed
- fare mitigation program maintained
- new approach proposed for student fares
- Honored Citizen fare review

Service Improvements – Total Investment of \$7.1 million

- investing \$3.6 million to improve service frequency
- 15 minute or better service into the evening hours on weekdays on 11 of 12 bus lines and all MAX lines
- \$3.4 million investment to add service to 11 lines to relieve overcrowding, improve reliability and assist with operator schedules

New Buses

- 64 new buses with a total of 279 new buses on the road by the end of FY15
- 27 new LIFT buses with 49 more delivered in FY15

Performance Improvements

- State of Good Repair funds for improving the reliability and infrastructure of rail systems will be used to make improvements from Lloyd Center to central business district
- real time GPS tracking for MAX
- fare system replacement with electronic fare system
- customer facility improvements and refurbishment along the Banfield
- begin funding of next DMU procurement for WES

Completion of PMLR

- preparation for September 15, 2015 opening and operation
- complete safety testing and certification for PMLR
- increase operator hiring and training

System Safety Improvements

- safety certification and operator training
- WES Positive Train Control (ability to stop the train in an emergency)
- replace CCTV technology with digital technology on buses and rail vehicles
- pedestrian improvements at the Convention Center, 7th & Holladay and Orenco

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Employees

- Union contract mediation is scheduled
- \$1M set aside for wage increases based on performance and total compensation package
- Increased emphasis on employee communications and engagement

Milestones Ahead in 2014

- March 24 – New Operations Center opens
- March 26 – Efare vendor selection
- April – Bridge is named
- April – additional new buses begin arriving
- May - Bridge construction complete
- Fall – Control Center moves to Center
- December – First new Type-5s arrive

Key Budget Dates Ahead

- April 23 – TSCC hearing
- May 28 – Budget adopted
- July 1 – FY15 budget begins

Discussion

Beth Nagy-Cochran asked about the potential for overcrowding on buses if the student bus pass program is expanded to include other school districts. Bob responded that he wasn't anticipating any change for the coming fiscal year and that those issues would have to be addressed as part of the discussions and planning.

Claudia Robertson asked for an update on the fare mitigation program for low-income riders and said that some aren't aware of the program, particularly if they aren't associated with a social service agency. Drew Blevins responded that staff is working to increase outreach. He encouraged interested parties to contact the Transit Equity Program staff at TriMet.

Dr. Bethel added that one million dollars had been set aside and approximately half of the funds had been used. The goal is to expand the program to provide more assistance.

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Claudia also asked how many bus shelters are installed annually. Staff will follow-up and report back.

Claudia asked if there were any design changes to the new DMUs for WES. She said that the CAT had played an active role in the review of the initial design. Bob said that there would be some minor changes to the design and that staff would make a presentation to the CAT at a future meeting.

There was discussion about the need for cameras on LIFT buses. Bob said that the cameras are not included in the FY15 budget but that he would pursue the request.

Arnold Panitch commented on the elimination of Fareless Square and suggested that TriMet reconsider providing free transportation in the Lloyd Center and downtown areas to encourage ridership, particularly by those new to transit.

Arnold asked about the possible expansion of the student fare and what other schools might be included. Bob said that if the program moves forward, it would be optional to all schools in the region. Districts would be required to contribute funding so all may not support participation.

Arnold said he was pleased about the upcoming improvements for the Banfield.

He encouraged staff to consider allowing the LIFT buses to use the new transit bridge. He feels it will improve efficiency for LIFT trips.

Jan said that there had been discussion about sending a letter to staff on the issue and it can be discussed further at the May meeting.

Chris Walker commented on the lack of snow removal around bus stops during the winter months. He said it makes it difficult for people with disabilities to access the stop. Bob said that the local jurisdictions are responsible for snow removal. He added that TriMet had met with City of Portland staff following the last storm and addressed the issue.

Harold Cheeks commended staff on the work on the budget.

Leon Chavarria supported the suggestion to reinstate Fareless Square at least for the summer to benefit the tourist season.

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Jim Jackson asked about the potential use of tactile maps and stop ID numbers in Braille and if those items were included in the budget for PMLR. Bob said he would follow-up and staff would report back.

Patricia Kepler commented that there were still some accessibility issues about use of the Efare cards for people with disabilities. Jan said that the concerns had been forwarded to staff through the CAT ad hoc committee.

Jan commented that on the new buses, a customer in the securement area has to reach behind to signal the operator to stop and for use of the ramp. She asked if this feature would change in the next bus order. Allen said he would investigate and report back.

Jan asked if staff would work with the CAT on the facility improvements for the existing MAX alignments. Bob said that Sean Batty would follow-up and report back.

Jan also asked if the improved employee communication efforts will also include LIFT operators. Bob said that the program in process is for fixed route but could be adapted for LIFT operators. Jan asked for further discussion with the appropriate staff.

Jan asked when the new bridge would be open to pedestrians. Bob said it will be awhile before the construction is finished to that point.

Arnold suggested increasing revenues by taxing income that may not be captured through the payroll tax. This income could include business owners who pay themselves with dividends rather than wages, tip income, etc. Bob responded that small business owners are also subject to the payroll tax.

Chris asked if the LIFT fare had reached the same level as the fixed route fare. He said if the fares continue to increase, it will be difficult of people to afford them. Bob said that staff is sensitive to that issue and that at least for the next fiscal year, there is no intent to increase fares.

Jan said that LIFT fares will increase with fixed route fares going forward and staff would review the last fare resolution with the CAT to ensure all understand.

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Public Comment

Adam Kriss expressed support for a Fareless Square arrangement and asked to staff to report back on how the elimination of the service had contributed to the meeting the past budget shortfalls.

Adam also asked how the MAX platform is defined on the downtown transit mall since they are part of the public sidewalk. He also suggested that more seats should be added to the stops.

Bob said he wasn't sure those savings could be identified but he would review. He added that the decision to eliminate Fareless Square was more for security purposes than to increase revenue. Allowing free rides encouraged some undesirable people to frequent the system creating security issues.

Bob said the downtown fare platform areas for MAX shelters are defined by the "drip line" of where the water falls off the roof of the shelter. He said he would address providing more seating with staff.

Jan said that the committee would formalize its request regarding LIFT concerns and forward them to staff for review.

TRANSIT POLICE – Sgt. Matt Engen

Sgt. Engen reported on today's early morning incident where an intoxicated driver drove his car into the tunnel causing delays with MAX.

Sgt. Engen commented on a number of topics discussed at the meeting. He stated that he supports the use of cameras on LIFT buses and commented on the additional benefits of installing cameras on the outside of the vehicles.

He commented that from an enforcement perspective, the elimination of Fareless Square area has been of great benefit for the Transit Police and assists with fare enforcement efforts. The past system based on zones was confusing for both regular customers and visitors.

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Discussion

Arnold asked about verification of fares for the use of the mobile app. Sgt. Engen said that for the most part, they have had success in confirming payment of fares with the app.

Patricia asked if with the weather improving, if there has been an increase in reports of incidents of pets being aggressive and how the issue is monitored. She said that a fellow guide dog handler had reported to her that their dog had been bitten in the face by someone's pet.

Sgt. Engen responded while it is a continuing problem, he is not aware of any increase in incidents. The problem is partially due to the misuse of the term "service animal" and the inability to identify a legitimate service animal. He suggested that advocate groups for people with disabilities pressure for legislation at the federal level to address the issue.

Allen said that any incidents regarding service animals should be reported to Customer Service for follow-up and the cameras may provide information to help address the situation.

TRIMET 2013 ANNUAL REPORT – Drew Blevins, Director, Marketing and Customer Information Services

Drew Blevins, Director, Marketing and Customer Information Services, reviewed the *TriMet 2013 Annual Report* and the new *TriMet At-a-Glance* brochure which has replaced the former *TriMet Fact Sheet*.

Highlights of the *TriMet 2013 Annual Report* included:

- There have been about 75,000 downloads of the mobile ticketing application and approximately 800,000 tickets have been sold.
- A total of 59 new digital information displays will be installed at MAX stations throughout the system in 2014 and 2015.
- A new state-of-the art Computer Aided Dispatch/Automatic Vehicle Location (CAD/AVL) has been installed to improve bus tracking and performance monitoring.
- Seventy buses were replaced and another 184 will be replaced over the next three years.

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- All MAX stations now have security cameras in addition to the cameras placed on trains and nearly 90 percent of buses.
- There has been roughly a 30 percent decrease in overall reported crime.
- TriMet Riders Club members receive the latest rider information by email and the current membership is about 14,000.
- Between 2013 and 2015, TriMet and Metro is asking for input for planning future transit initiatives and to identify and prioritize opportunities for transit improvements.

The *TriMet At-a-Glance* brochure highlights included:

- 100 million trips are taken on TriMet each year.
- 1200 employer worksites have transit programs.
- 45 percent of rush-hour commuters going into Downtown Portland take transit.
- TriMet's MAX, WES and buses combined eliminate 207,750 daily car trips.
- 74 percent of adults have ridden TriMet at least once in the last year.
- 41 percent of adults have ridden at least twice a month in the last year.
- 78 percent of riders are "choice" riders.

The brochure also includes information about ridership by mode and funding information.

Drew commented on the upcoming Efare system and said that there is still much discussion ahead with the community to ensure the electronic fare program is seamless and accessible to everyone in a practical way.

Discussion

Claudia said that she read that Lake Oswego is considering withdrawing from the TriMet service district. There was discussion about the amount of service provided in the area. Drew said that he would follow-up with staff for an update.

Arnold commented on the brochures and said that the photos show a good representation of the racial and cultural diversity of the community. However, people with apparent disabilities are not represented in any of the photos. He suggested the photos also include persons who use mobility devices and/or service animals. Drew said that he would recommend to staff to also include those shots.

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The committee discussed the importance of having the entire community of transit ridership represented in publications and at events.

Public Comment

Adam Kriss asked if electronic fares would supersede paper tickets and how the fares will work for people who receive subsidized fares. Drew responded that it would be an expectation to eliminate the paper tickets at some point. Discussions are underway to determine how to address different fare categories. There are currently 130 retail outlets for TriMet fares and that number would increase significantly to reach all communities and makes fares accessible.

Drew added that it may be possible to preload discounted fares for those who receive fares from other agencies. TriMet is working with consultants and other agencies nationwide who are experienced with electronic fares to develop the appropriate process.

Patricia expressed concern about the requirement to tap a card rather than show a pass and challenges it may present for people with dexterity problems. She also commented that there will be a need for customer retraining with a new system.

Drew said that this will be one of the topics discussed and that many agencies are already successfully using electronic fares. Some systems require customers to tap both when boarding and deboarding. TriMet is considering using a system that would require tapping when boarding only so that would help to alleviate some of the challenge.

LIFT OPERATIONS CUSTOMER SERVICE REPORT – Susan Florentino, Manager, LIFT Service Delivery; Margo Moore, General Manager, LIFT Central Dispatch

Susan Florentino, Manager, LIFT Service Delivery, introduced Margo Moore, General Manager, LIFT Central Dispatch, who recently transferred from Seattle to Portland for First Transit.

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Margo reviewed steps she has taken to reinforce and improve customer service and safety, particularly in light of the recent incident where a customer was taken to the wrong address.

All calls received by Reservations, Customer Service and Dispatch are recorded. Margo reviewed all calls that were a part of the customer's trip including the call to Reservations as well as the communications between dispatchers and the operator at the time of the trip.

Next she interviewed all staff involved and also reviewed the current policy. She revamped the policy to provide more specific guidance on how to address any future similar situations to eliminate the possibility of leaving anyone stranded. The modified policy went into effect on January 27th.

The initial issue with this customer's trip was that she didn't have an address for her destination as required for the reservations process. The location was listed as a common location but no one was aware that the business had moved. Common locations are only updated as customers provide information.

All customers are required to provide addresses except for major locations such as the airport, libraries, bus stations, malls, etc. Customers may reserve rides up to 5 p.m. the day before they would like to travel.

Margo reviewed how changes in the schedule on the day of travel impact the ability to provide satisfactory service to all customers. If the operator notifies Dispatch that the customer says they have been delivered to an incorrect location, the dispatcher reviews the initial call to reserve the trip. If the error is on the part of the call-taker, the error will be corrected immediately to ensure the client gets the right location.

If a client changes their mind during the course of the trip and indicates they want to go elsewhere, this causes a service disruption for the other riders. Prior to the revamped policy:

- 1) 48 percent of same day schedule changes were due to the client not having a correct address so they were booked to a wrong address;
- 2) 29 percent were due to the client changing their mind on the bus; and
- 3) Seven percent were due to call-taker error.

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Since the change in policy, items 1 and 2 have dropped significantly to 17 and 14 percent respectively.

Susan clarified that the no strand policy requiring an address and the no strand policy has always been in place but Margo has taken the steps to reinforce the policies.

Discussion

Patricia asked to verify that addresses for locations such as the courthouse are not required. She said she had recently tried to book a ride to the Multnomah County Courthouse and was required to call back with the address. She also expressed concern about parks that do not publish addresses.

Margo said that initially a customer was required to provide an address for every location. Major locations such as schools, libraries, courthouses, parks, MAX stations, etc., do not require an address. She added that it might be helpful to have maps for Reservations for the locations of designated stops and common locations.

Susan added that LIFT has designated locations at malls so the reservationist should discuss with the customer the preferred location.

Jan commented on the challenge of scheduling trips for locations like the Expo center where the customer may not have the exact address for the designated stop.

Arnold commented on the issue of the reduction in LIFT service to more closely match fixed route service after 7:30 p.m. He said it makes it difficult for LIFT customers to attend events if there is no service available. Susan said that it is the same for all customers since no fixed route service is available either.

Arnold also asked about changes in the LIFT service boundary based on the upcoming changes to fixed route service. Susan responded that the LIFT service polygons match fixed route but changes to bus frequency does not affect the perimeter of the LIFT service area. If fixed route service expands, LIFT service will also expand. LIFT service polygons would be adjusted accordingly.

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Arnold expressed concern about the need to tighten-up the service provided to locations with more than one pick-up point to eliminate any confusion and to ensure customers have the correct meet points.

Susan agreed and said that all need to continue to work on improved communications. Staff needs to follow procedures and customers need to report any issues so problems can be addressed.

Arnold also commented on the dedicated LIFT stop at the airport and asked if the operators have the ability to contact the police for assistance with access to the stop. Susan said that they would contact Dispatch who could contact the police if necessary.

Jan said that she had requested at the budget meeting that staff work with LIFT staff to determine in advance how any fixed route services might impact LIFT service. Susan said that LIFT staff work closely with planning staff and will make adjustments as needed.

Chris commented on the construction and changes at Jantzen Beach and the need to for LIFT confirm any changes to designated stops and store locations. He added that it can also be challenging to connect with the LIFT buses at OHSU dues to the size of the facility. Susan said staff would follow-up on the locations to update any information as necessary.

There was further discussion about the incident with customer who was left at the location where the business had moved. Margo restated that the policy has been reinforced with staff that no customer is to be left stranded and no one is forced to leave the bus period. If a customer changes their mind during the course of the trip, the driver can either continue to take the customer to the original location or return them home.

CAT MEMBER COMMENTS

ADJOURNMENT

The meeting adjourned at 12:00 p.m.