

**MINUTES OF THE
COMMITTEE ON ACCESSIBLE TRANSPORTATION
World Trade Center, 25 SW Salmon
Plaza Conference Room, Building 2
January 15, 2020
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

CAT Members Present: Jan Campbell, Leon Chavarria, David Daley, Annadiana Johnson, Patricia Kepler, Kris Meagher, Arnold Panitch, Zoe Presson, Ryan Skelton, Claudia Robertson, Deidra Hall, Rebecca Miller, Lori Bauman and Adam Kriss

TriMet Staff Present: Charles Clark, Eileen Collins, Sam Desue, Margo Moore, Chris Hunter, JC Vannatta, Blake Vaughan, Kim Zurcher, Jaime Snook, Brenda Martin, Alan Lehto

First Transit Staff: Michael Bozarth, Dawn Needham, Nader Raydan, Blake Vaughn, John Joseph, Ben Sawyer, Ken Wilson

Visitors: Barbara Fields, Amanda Brady, Trish Baker, Damon Blocker, Brianna Orr (PBOT), Breanne Morton (MTM), Rachel Andrew (Transit Police), Steve Hext (Broadway Cab)

Jan Campbell, CAT Chair, called the meeting to order at 9:00 am and welcomed operators, staff and other visitors. She asked for a motion to approve the minutes.

Approval of the Minutes: Annadiana Johnson mentioned corrections for page two, Cab reports and stroller policy and page three spelling error, of the November minutes. Jan made a motion to approve the minutes with the corrections. Rebecca Miller and Dave Daley provided a second. The minutes were approved.

Announcements from the Chair

- Jan shared that Trish Baker's birthday was coming up, congratulated Trish and thanked her for 17 years of service as a previous CAT member.

- Jan introduced Chris Hunter who is the new Manager of LIFT Eligibility and Community Relations at TriMet. Chris has been working in Transportation since 2004, beginning with Ride Connection then Medical Transportation Management (MTM) and now with TriMet.

CAT Reports

- **Executive Committee:** Check packet for meeting minutes.
- **Fare Code Policy:** Greg Skillman requested approval from the CAT for the code changes and updates to the fare code policy. Changes were cosmetic and corrective, with no increases or changes to the existing fare amounts. Annadiana Johnson made a motion to approve the updated fare code policy. Leon Chavarria seconded the motion. The motion passed.
- **CAT Nominating Committee:** Jan reminded CAT members whose terms are up and want to remain on CAT to submit their applications for review by the nominating committee by January 31, 2020. The open positions on the CAT committee are the Vice Chair and the member-at-large. Jan stated that individuals planning to run are not able to serve on the nominating committee. Jan asked two volunteers to be on the nominating committee with herself. Dave Daley and Leon Chavarria volunteered to be on the nominating committee – the nominating committee will be Jan Campbell, Dave Daley and Leon Chavarria.
- **TriMet Business Plan:** Alan Lehto talked about the five-year strategic plan for TriMet. The five-year strategic business plan is used to prioritize and coordinate efforts, which will be updated every year to address changes, challenges and opportunities. Alan shared that they will be releasing the draft business plan for fiscal year 2021 through 2025, which will start July 1, 2020 moving forward for five years. The plan will be available to the public on Wednesday January 22nd for comment until the end of February. They will take all comments, update and present the final plan to the Board in March.
- **Sam DeSue, COO Trimet:** Sam reviewed the ODOT findings of Broadway Cab being out of compliance with the Federal Transportation Administration drug and alcohol testing guidelines. After this finding, ODOT issued an order that Broadway Cab cease operation of services in the Portland region. TriMet's followed the order given and ceased operation with Broadway Cab for two days. After consulting with Doug Kelsey it was determined, that TriMet was not receiving State or Federal funds and the decision was made to reintroduce service after the two-day period. Margo Moore and Eileen Collins met with Steve Hext at Broadway Cab to assist him in getting back into compliance and are currently operating with Broadway Cab. Sam stated that Ride Connection does receive Federal and State funding so we

had to stop utilizing Broadway Cab for Ride Connection. Currently working with Broadway to get them into compliance, have until March 3rd, 2020 to be in compliance. Sam updated CAT on the new legislative session starting February 3rd in Salem. Steel Bridge project coming up in August that will have an estimated 4-week disruption, during this time TriMet will be running shuttle buses. The 5-year strategic LIFT plan and budget for FY 2021 will be presented with updates at the March CAT meeting. Recruitment is underway to fill Patrick Preusser's position, already 50 applications in; Sam gave an estimated timeline to fill.

Transit Police Department (TPD) Report, Lt. Rachel Andrew:

Lt. Rachel Andrew reported that they have a new Chief of Police and Transit Police Commander, the new Transit Police Commander is Erica Hurley. Lt. Andrew also informed CAT that the Transit Police will be moving into a new building in July. Lt. Andrew reported that they are still having some issues with teenagers causing mischief, however crime stats for Holladay Park and Lloyd Center areas are down. Transit Police are working with Homeless Outreach in regards to homeless camps on TriMet property. TPD is working to TriMet property safe and secure for TriMet staff and people using the TriMet system as well as providing safe options for those who need outreach in regards to places to go and other resources. This effort will include Homeless Outreach resources in Multnomah and Washington Counties.

Annadiana inquired if the bus shelters/stop locations are considered to be TriMet property. Lt. Andrew replied that yes, those locations are TriMet property and those who like to use those locations for non-transportation reasons are given the opportunity to find a more appropriate place, this is done on a daily basis.

Adam Kriss inquired about the priority seating areas on the MAX and buses, in regards to people using this area inappropriately. He stated this could be due to poor signage or being uneducated on the use of the priority seating area. Are there any measures that can be implemented or outreach that can be done? Lt. Andrew stated that TriMet has done a great job their customer service, security and law enforcement personnel in providing educational opportunities about the proper use of the priority seating area. JC Vannatta stated that TriMet is actively working on the audible announcements on the bus and trains to make them more succinct and clear, as well as improving the visibility of signage internally. TriMet is always looking at improving the overall customer experience, safety and educational opportunities throughout the transit system.

Arnold Panitch asked where the problem areas were located in regards to camping on TriMet property. Lt. Andrew stated there were a few, specific areas are on Bybee near McGloughlin, SE 92nd and Foster and the Gateway district. Arnold asked are we removing people or just talking with them. Lt. Andrew stated we are giving them 48hr -72hr window to find a better venue. When there is resistance, the TPD will assist in finding them a new venue.

Discussion

Dr. Ryan asked if using the identifying customer number was the only way to self-identify over the phone. Eileen Collins replied that customers would have two options to self-identify on the phone. Rebecca Miller asked if a third party could be notified about the arrival of a customer's ride. Eileen said she would have to look into whether that was possible within the system.

Public Comment to the CAT:

Amanda Brady requested LIFT to look into having an option for Spanish speaking customers when calling in for reservations or with general questions. Amanda has been to previous meetings with the same request. Amanda is requesting that LIFT implement an automatic prompt that customers can choose to select a Spanish option. She stated she is willing to do what it takes to make this happen.

Disability Rights Oregon Letter: A letter was received from Disability Rights Oregon in regards to the change in LIFT Policy on early returns and will call services. DRO asked that the letter to be read to the committee. Claudia Robertson read the letter aloud to the committee. DRO has requested a response from TriMet within 30 days. Response letter to be drafted and reviewed at the next Executive Committee meeting.

Red Pavement Marking Project – Brenda Martin, Planner II, Jamie Snook, Manager Capital Planning and Brianna Orr, PBOT: Brenda Martin informed the CAT that the Red Pavement Marking Project is a City of Portland initiative. The City of Portland, Bureau of Transportation is running this project but TriMet is very involved. This is part of the regional enhanced transit concepts project. This regional project is an effort to get buses and transit system moving faster and reliably by giving buses priority lane access. The red lanes will increase visibility for Transit only lanes help reduce confusion for the public, reduce accidents, and increase transit speed and schedule accuracy. LIFT vehicles will have same access to marked red lanes. Brenda stated they are open to corridor specific questions, advice and knowledge on where the pinch points may exist in regards to LIFT vehicles and needed stops in Red lane corridors. The Red lane project is

a two-year pilot project, since approval in September 2019, there have been 3 locations painted red. Those locations are SW Main at 2nd Avenue, NE Grand Avenue and East Burnside and Martin Luther King Blvd at Lloyd. The next step is to paint the transit mall red; they are working internally to get this approved. Brenda shared that Briana Orr and PBOT are holding two open houses in February that will talk more about the Red Lane Project as well as pedestrian and bicycle improvements coming to Portland's core.

Discussion

Claudia stated that there are currently green lanes for bikes, now by adding Red lanes and restrictions; this could be confusing to drivers and pedestrians. Brenda stated the red paint is the color mandated by the FTA across the nation for uniformity. Claudia also mentioned that if LIFT can't stop in the red lanes this will make it very hard for people using LIFT to get to those locations that could be located along a red lane marked corridor. Brenda replied that unfortunately they don't want any vehicle stopping or parking in the red lanes. They want to work with LIFT and CAT to help identify possible high use LIFT pickup and drop off locations that could be impacted by possible red lane locations.

Annadiana asked if there is a plan for updating the Oregon Drivers Manual to include information about the Red lane painted area. Brenda stated that once ODOT approves the red paint that they will start the process to getting the manuals updated.

Kris Meagher wanted to clarify the signal priority for the buses, and how that could impact pedestrian crossing and safety. Brenda stated that the signal priority for the buses would let the buses continue forward and will not impact pedestrians crossing the street at the same time because the signal for the pedestrian crossing will not activate until the bus is through the intersection.

LIFT Operations Reports - First Transit and Broadway Cab Update – Steve Hext, Broadway Cab Manager; Michael Bozarth, Regional Vice President for First Transit Call Center Operations and; Breanne Morton, Program Manager, Mobility Management, MTM

Steve Hext, Broadway Cab General Manager addressed complaints of dispatch rudeness stating they will be reinstating auto phone recordings and are about 2 weeks out from implementing process. Steve stated that Broadway has been working on customer service training with the drivers by addressing entertainment value emphasizing drivers engage passengers by talking about their country of origin and/or family. Steve talked about inclement weather that cabs would have studded tires. Steve also reported that GridWorks and the Ride to Care program filed for bankruptcy last month, which left many people without transportation.

Steve expressed gratitude to TriMet's leadership and organization, he is thankful to TriMet for helping Broadway improve their service. Broadway Cab measures on time performance for two categories. The categories are next day and same day performance. OTP performance numbers are three to five percent better on the trips that are booked the night before the trip.

Michael Bozarth reported First Transit's On Time Performance was positive and complaints were down in November. However, OTP and complaints took a step back in December that he attributes to the Broadway Cab situation and disruption in service and late arrivals. First Transit has been proactive in increasing starting rates for their drivers, which started in the first quarter of 2020 and starting in July 2020 for TriMet. They engaged the union to increase the starting rates which helped with employee retention and ability to recruit drivers to ensure enough drivers to make pull-outs on time. First Transit is working with Nader on operational support; he is reviewing processes to find efficiencies to improve OTP.

Breanne Morton from MTM reported on the number of physical and/or cognitive assessments MTM provided for Q4. There were 720 new applicants, 236 recertification's, of those 158 cancelled their appointments. Forty-four individuals had device evaluations performed by the TriMet Eligibility Coordinators. There were 419 individuals who did not require a functional assessment; the remaining 335 did require a functional assessment, which were performed by MTM assessors. Assessment types performed; 294 physical assessments, 30 cognitive assessments, 6 live fixed route trips and 13 mock bus assessments. Breanne stated that starting in December they conducted the Tinetti Gait and Balance test at the beginning of the assessment to ensure the safety of all applicants and ruling out assessments who were a fall risk from the beginning.

Discussion

Patricia Kepler asked Breanne how many applications were denied. Breanne stated that MTM does not make the final eligibility decisions and that those numbers would come from TriMet's Eligibility office. Patricia also inquired about the 400 applicants that did not receive an assessment, how is that determined? Breanne stated that the TriMet eligibility coordinators request the applicant assessment.

Patricia commented that she appreciates the text that Broadway Cab sends out to customers to complete a satisfaction survey. However, the survey is not accessible for the blind community. Steve stated that he would talk with dispatch system administrators about this and see what they can do to make it accessible. Patricia offered her assistance in this matter. She stated she would talk with them about it and test it when ready.

Rebecca Miller inquired about applicants cancelling their eligibility appointments. She stated that maybe there is something in the process that causes people to cancel appointments. Rebecca asked LIFT Eligibility to consider a focus group or survey to find out why applicants are cancelling and what the barriers are. Breanne agreed with Rebecca and stated that MTM does not accept the applications or schedule the rides for the applicants to the mobility center. This is done by LIFT Eligibility. Chris Hunter stated that it is something that LIFT Eligibility will look into. Chris is looking into increased outreach to the community about the LIFT Eligibility process in an effort to educate consumers of the process and decrease the cancellation rate.

Ryan inquired about the possibility of same day reminders for eligibility appointments. Eileen stated with the IVR system, those that have trips scheduled would get a prior day reminder call of their trip for the next day and they will receive a call the day of their appointment that is the 15-minute imminent arrival call. However, this only addresses applicants using LIFT to get to their appointment. At this time, there is no IVR process for those not using LIFT to get to their eligibility appointment. Ryan commented that for a subset of the disabled population with cognitive issues, day of reminders would be extremely helpful.

Ryan asked Breanne about the balance portion of the eligibility assessment what it involves. Breanne explained that the gait and balance test is performed using an assessment called the Tinetti gait and balance assessment. It determines an ambulatory applicant's general balance and gait. The assessment is a 26-point test; the test consists of two portions, which are gait and balance. After completion, the score is interpreted and the applicant is categorized into one of three categories, low fall risk, medium fall risk and high fall risk. The Tinetti is used to better understand the applicant's capabilities navigating community barriers, riding fixed route system safely and independently. It also determines if the physical functional assessment can be performed safely.

ODOT's ADA Settlement Implementation – Carroll Cottingham, Intermodal Civil Rights Manager: Carroll stated that in 2017, ODOT finalized a statewide class action lawsuit with DRO, AOC and the Centers for Independent Living. The settlement included several pieces, which were mediating pedestrian ramps and/or curb cuts, signal buttons and crosswalks. CQCR - concerned questions outside of the complaint process is way to allow citizens, Oregonians and others to ask questions and file complaints outside the formal complaint process. Carroll stated that they are working on 5-business day turnaround to respond to complaints and 30 business days for a resolution. In addition to the settlement, ODOT does have an ADA transition plan. ODOT will be identifying and

addressing remediation of all other assets aside from those in the settlement. For example, the curb cuts on or along the state highway systems plan is for one hundred percent remediation by 2032. They are also addressing temporary pedestrian accessible routes and public right of way in construction zones. The settlement agreement included a recommendation to PTAC to create an ADA workgroup and an ADA Transition plan to identify things outside of the settlement. This has happened and these groups have been formed.

LIFT Hop and LIFT CARES (Customer Automated Ride Exchange System)/IVR Updates – Eileen Collins, Manager LIFT Services Delivery:

Eileen gave an update on go live of the LIFT CARES/IVR system that went live on 1/2/2020. This system calls customers a day in advance of their scheduled, a day of 15-minute imminent arrival, inclement weather call, and call for cancelled service. The IVR system is working as intended with a huge reduction in calls to dispatch. This is helping keep routes on time, as dispatchers are now able to focus on the rides. With new technology come some issues and bugs, we are working through the bugs and making fixes. Eileen reports about a hundred customers per day log into the system to check their trip status and to cancel trips. Overall pleased with result and positive feedback from customers.

Discussion

Patricia asked if phone numbers could be updated in the IVR system so different numbers can be called when at work, home or cell. Eileen stated they can update the numbers in system. Patricia stated that it has been an issue getting the reservationists to take the new numbers and update them. Eileen stated they will work with their team on this issue.

Ryan suggested looking at the LIFT CARES letter being sent out to customers. He stated that he has received feedback that the PDF is not screen reader compatible. Eileen stated that a version of the letter was done specifically in a Word format with no graphics in it to be compatible. The Word version of the letter was emailed to anyone with a visual impairment on file. If there are customers who received the PDF version they can contact LIFT and update their file so they receive the text version. Eileen added that there is a special branch in customer service call tree, option one is for CARES questions which has customer service reps specifically trained on CARES to help customers navigate challenges. Eileen stated that over the next month the beta testing of the Web booking system will begin. This is the second phase of the IVR roll-out. You will be able to book trips online, check trip status and see list of trip history. Looking at a March launch date.

Adjournment

Annadiana moved to adjourn, to which Zoe seconded and Jan officially adjourned at 12:00 p.m.