

**MINUTES OF THE
COMMITTEE ON ACCESSIBLE TRANSPORTATION
World Trade Center, 25 SW Salmon
May 22, 2019
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: Trish Baker, Jan Campbell, Leon Chavarria, Deidre Hall, Annadiana Johnson, Diana Keever, Patricia Kepler, Arnold Panitch, Zoe Presson, and Claudia Robertson

TriMet Staff Present: Lt. Rachel Andrew, Eileen Collins, Sam Desue, Doug Kelsey, David Lawrence, Margo Moore, Grant O'Connell, Kim Zurcher

First Transit Staff: Damon Blocker, John Joseph, Matthew Kemps

Visitors: Christina Cooper (Ride Connection), Kris Meagher, Aisha Musa, Carolyn Patrick, Chris Walker

Jan Campbell, CAT Chair, called the meeting to order at 9:00 am and welcomed operators, staff and other visitors. She noted that there was a lot of information in the meeting packet. She asked for a motion to approve the minutes.

Approval of the Minutes: Trish Baker made a motion to approve the minutes as written. Patricia Kepler provided a second. Jan Campbell inquired about discussion and requested a vote. The minutes were approved.

Announcements from the Chair

- Jan announced that she went on a bus tour at the Moda Center to go over the changes being made for the shuttles starting in August. Access issues are being reviewed.
- Patricia Kepler mentioned the World Health Organization (WHO) are hosting the "New Mobility for WHO?" at the Lucky Lab (1945 NW Quimby St) on May 30th at 5:30 pm. Brianna Orr with the City of Portland along with a panel of experts will be discussing new mobility options to create a more equitable transportation system.

- Jan inquired about LIFT drop off locations during Rose Festival events. Margo Moore stated LIFT reservationists have a list of locations for pick up and drop off of LIFT customers.

Staff Comments – Margo Moore, Director, ATP and Kim Zurcher, LIFT Eligibility Coordinator, ATP

Margo mentioned Max Calder has moved to California to accept a position with MTM as a Director of Assessments and Eligibility. She will still be working with him as a customer because he is managing the MTM team at the Transit Mobility Center (TMC). During the interim contact either herself or Kim Zurcher for CAT inquiries and information.

Kim announced the CAT Annual Luncheon will be held on June 19, 2019 from 11:00 a.m. – 2:00 p.m. Invitations will be sent out once the room has been confirmed.

Doug Kelsey (General Manager) introducing Sam Desue (Chief Operating Officer)

Doug Kelsey opened with thanks to the CAT for the time, hard work, and partnership with TriMet.

Doug introduced Sam Desue as TriMet's new Chief Operating Officer. Sam moved from Kansas City as the deputy CEO for KCATA transportation. He has a military background, and has worked for Sea-Tac and Pierce Transit in the Seattle area.

Sam thanked Doug for the introduction, and stated that he is looking forward to serving with CAT, TriMet, and our city. He mentioned that LIFT is special to him, and plans on being involved in the future.

Doug stated TriMet is going through its largest growth and expansion in its history right now. MAX is 30 years old, and it will be rebuilt as it continues to run. Type 1 vehicles need to be replaced in order to become a hundred percent accessible. The goal is to have the entire system be a hundred percent accessible, but it will be necessary to work with TriMet's partners in the municipalities for shelters, sidewalks, and lighting.

Doug announced the Division Transit Project is a go. It is a \$175 million project, and it is receiving 50 cents on the dollar from the Federal Government. Upon

completion in 2021, 2022, it should reduce travel time about 20 percent coming in from Gresham to Portland.

There is a possibility of articulated buses joining the fleet in the future. As an agency TriMet is moving away from diesel by 2040 or before. TriMet is examining multiple options in regards to an electrified fleet. There is currently an electric bus running between Washington Square and Sunset Transit Center to test the rapid technology and maintenance infrastructure at the garages. PGE is partnering with TriMet to lay out the infrastructure at the Powell garage to include the electric fleet.

Doug acknowledged Arnold Panitch's help and leadership with the Southwest Corridor project, which is the largest project TriMet has ever undertaken. This MAX line will start on Barbur Blvd and end up in Tualatin. It will be integral to be united as municipalities, as a region, and as a state before competing for federal funding of the FTA.

Doug reported an expansion of the Red Line to the Fairplex, and also looking to double track to the airport. Rail lines need to be streamlined and extended platforms should be a catalyst for transit-oriented development in the long term.

A transit-oriented development policy is being reviewed with the Board of Directors to encourage densification and affordability for as many people as possible. TriMet will be working with real estate to unbundle property and look at the applications of what the community needs.

Doug commented there is an inequity issue for people to get in and out of the city faster. MAX stands for Metropolitan Area Express, and TriMet is looking at how to speed up the system and improve reliability for those going from East County to Washington County.

Public Comment

Jan stated that she has heard from the disabled and aging communities that they are concerned with being left behind in regards to rapid transit due to fewer stops and longer travel distances. Doug responded the most cities typically have a quarter of a mile between stations. From Goose Hollow to Kings Hill there are three stops that are within 1400 feet. About 1200 people utilize the station daily which is a low volume. In the long-term future, as the population grows, TriMet will need to move underground.

Annadiana Johnson mentioned with the articulated buses for the Division Project that mobility devices are unable to exit through the center door due to the height of

the platform. Doug stated that they will go back to review that issue because the goal is to be 100% accessible. Claudia mentioned that mobility devices were to board via the center door, except on the mall because of the height of the curbs.

Trish asked if TriMet was contemplating utilizing a double decker style bus. Doug stated there are currently no plans here, but they are running successfully on other transportation agencies. Sam mentioned that Pierce County utilized the double decker buses for the express run from Everett to Downtown Seattle. The key issue was the single stairwell going up to the top of the bus. The dwell time was longer because of that. Doug answered TriMet is looking at the articulated buses for the enhanced transit corridors.

Trish inquired about the possibility of having underground options for travel like Toronto or Seattle in the future. Doug affirmed that going underground would be very expensive, so that would need to be minimized. He does not believe that the whole system would be underground, but just key parts of the infrastructure surrounding the central business area. The Steel Bridge also needs to have better options for the long term. This would be a long term goal.

Arnold queried on how the HOP roll out is going on, and if there had been any evaluation of the 24 hour service. Doug voiced that HOP is going very well, and it was a complex roll out. TriMet had a lack of problems in comparison to other transit agencies, and he gives TriMet credit for their hard work. About 45% has converted over to HOP, and TriMet is looking to discontinue paper tickets by the end of the year. People are still able to convert their existing tickets onto a HOP card. Doug announced that Tim Cook with Apple is working with TriMet to download the HOP application, and be able to put the funds into the electronic wallet. There are other products that are in early discussions as well. A hope for the future would be to integrate HOP to other cities, and allow for their version of HOP to be available here as well for fare. 24 hour service is going well, but there are some people that are using the bus as a travel shelter throughout the night. TriMet is working on a solution to offer support to those that are using the system, and to get involved with other homelessness strategies. Ridership is early, and it can take a while for awareness to build about the service.

Claudia asked if TriMet was considering Toyota's hydrogen project. Doug stated he has had experience with hydrogen when working with the Olympic Games in 2010. TriMet is going to be getting about 80 electric buses over the next six years, and it will be necessary to see how they perform. Hydrogen historically has had a lot of breakdowns, but there can be advantages in regards to fueling time and emissions. It will be on a watch list to see how it progresses.

Claudia reminded Doug there are a lot of people depending in the service that is currently being provided, and not to lose sight of those that need the service now. Some bus stops have been removed or barriers have been put in place that detract from accessibility. She mentioned she would like to have the jurisdictions onboard to ensure that everybody is working together for accessibility. Doug replied that it will be important for there to be a partnership working forward for an accessible system.

Zoe Presson mentioned she has been going to the TriMet Board meetings to listen about the stop closures on MAX. Time might be saved for MAX, but people that have become accustomed to the stops that are being removed now have get off at a different stop that is not as convenient. Doug stated the recommendations for the stop closures have not yet been formulated, but it will be suggested that some of the stops are permanent closures.

Transit Police Report - Lt. Rachel Andrew

Lt. Rachel Andrew mentioned there is a new canine partner working with Sergeant Engen. His name is Sem, and they received the Top Dog award when in Texas working on training. He is a 20 month old Belgian Malinois, and he's starting to learn the system and how to navigate.

Rose Festival is kicking off this weekend with fireworks on Friday night, Starlight Parade on Saturday evening, and the Grand Floral Parade the following Saturday on June 8th. Fleet week is starting June 3rd. It will be a busy few weeks because Transit Police facilitate the parades and fleet week with the Steel Bridge.

Transit Police have been busy with undercover missions at the Beaverton Transit Center and Gateway. With the addition of the 24 hour lines Transit Police are going to help facilitate and encourage people to use the system appropriately instead of as a shelter by offering resources outside of the bus or MAX for sheltering purposes. There have been similar situations on the Orange Line MAX.

Discussion

Arnold asked if there was any restructuring that would affect the Transit Police. Lt. Andrew answered there are currently no new changes. Multnomah County Sheriff's Office is interested in taking over the leadership role of the Transit Division, but they are only in conversation at this point with no set change at this time. The Transit Division is a multi-jurisdictional task force with the main leadership currently with the Portland Police Bureau. Multnomah County is

wanting more of a role in that leadership, and there will be multiple conversations with top-level officials before any kind of decision is made.

Trish inquired how the fare missions are going on MAX. Lt. Andrew stated they are continuing to be productive, and there will be more enforcement on the Orange Line to encourage people to pay when utilizing the system.

Arnold queried about why there are additional missions in Beaverton and Gateway. Lt. Andrew voiced that the undercover missions allow troops to get a better feel for the kind of shenanigans that occur at those stations. Uniformed presence tends to discourage that type of behavior, but the undercover missions allow the enforcement for the disorderly conduct that is disruptive to others.

Public Comment to the CAT

Chris Walker stated the headroom available in the LIFT vans are a concern. It is necessary to duck down in order to board the vehicle. He also mentioned the seat belts are awkward to buckle, and needs to ask for assistance at times.

Jan inquired if the LIFT operators are notifying people about the necessity to duck when boarding. Chris stated the operators are good about letting him know.

Patricia queried which generation of LIFT van is the issue. Margo commented that it is the van that has the issue. The passenger wagons are taller, and people are able to walk into the vehicle and stand upright. The ride tends to be smoother due to the unibody style. There has been good feedback from the passenger wagons. The Grand Caravans are the ones that are being replaced.

Jan asked if a wagon could be requested over a van when making a reservation with LIFT. Margo answered that is not possible at this time.

Aisha Musa stated she has a concern about the MAX stop closures and time. She attended past TriMet Board meetings and read an e-mail from Grant O'Connell that didn't recognize the consideration for how the proposed closures would affect disabled riders. Stop closures will decrease accessibility, and disabled riders will have to sacrifice their time to save time for other riders. The extra 500 foot distance could cost a disabled person an extra five minutes depending on the terrain, mobility issue, and what type of mobility aid is utilized so it can save two minutes for somebody else. Other cities are not as accessible as Portland because their stops are further apart. She does not need to utilize LIFT as often due to living in Downtown Portland. She mentioned one of the most freeing things about TriMet's accessibility is that she can take any bus or train at any time and

get to where she needs to go. Taking stops away is going to be moving TriMet backwards in accessibility. As a disabled person her ideal is to be able to use whatever everybody else is using without having to make special arrangements. What is safe and accessible for the most severely disabled person is going to be safe and accessible for everybody. What works for nondisabled people does not necessarily work for disabled people. She would like to see a shift in mindset for the people doing the planning to see the disabled community as just as important as everybody else.

Jan stated that CAT has let TriMet know their concerns as an advisory committee, and will continue to do so. Lori Bauman mentioned that this issue will be going to the TriMet Board at the June meeting, so there will be a recommendation from management to the Board that will be receiving consideration at that time.

Arnold inquired if there were any bus stops that are difficult to utilize. Aisha replied that living in Old Town the stops are fine. The curb cuts can be difficult, but that is an issue for the City of Portland not for TriMet.

MAX Station Optimization Project Update - Grant O'Connell, Planner III, Planning and Policy

Grant O'Connell reported that TriMet will be going to the Board on June 26th with the MAX Station Optimization Project. The Downtown core is only three miles, and takes 22 minutes to get through town. Between Lloyd Center and Gateway is about five miles, and it takes 11 minutes. If the tunnel happens, early planning would probably have fewer stations than what is currently Downtown.

The cost of housing in Portland is affecting decisions. The inner eastside of Portland has become expensive, and people are having to look further east. There are high job centers in the west, and TriMet is trying to bridge the gap to help get people from affordable housing to job centers.

Perspectives and opinions are highly valued, and it has been considered to be reasonable for a lot of people, and those with disabilities, to travel a block or two to get between stations. The reality is that people are able to walk faster between stations than it takes to stay on MAX. That is not the case from Skidmore to Old Town/Chinatown due to the signal timing.

Dwell times can vary. Gateway, which is the busiest, with 14,000 people a day only has a dwell time of 33 seconds. The average dwell time is 30 seconds for the system as a whole.

Discussion

Patricia queried about creating a line that bypasses Downtown rather than having to deal with the corridor altogether. Grant replied that MAX is the Metropolitan Area Express, and has exclusive right-of-way where it doesn't interfere with traffic. Maybe the bus network needs to be built up to serve more of the local trips, so that MAX can be allowed to pass through at a higher speed. If TriMet goes the route of having a tunnel maybe the Streetcar could take over the MAX tracks to run as a local circulator through Downtown. TriMet does need to continue to review how to allow MAX to be able to serve those with longer trips, but not abandon those that have shorter distances to travel.

Arnold mentioned one should not eliminate any service that has already been established, and that he was happy to hear that Skidmore is being reconsidered to not close in light of the letter from the County Board of Commissioners. For many people it is difficult to transfer which is why he has been advocating for all of the stations to be retained. Is there an option for an express train from Gateway to Hillsboro? It is important to look at what the options are because each station has a function.

Claudia inquired if a letter had been sent from CAT to the Board. Lori replied that the Board has not received any formal communication from CAT, but there has been a lot of testimony.

Claudia stated there is no way to drive from East County to Hillsboro in an hour. She mentioned concern about the Kings Hill Station due to the amount of students from Lincoln High School and those from MAC Club that utilize that station. The Streetcar made similar arguments about closing stations, and it now takes more time to get through town with the stations being completely removed. Grant reported that the ridership on Streetcar has set records since closing the stations. MAX is not a compelling form of transit if it does not perform a valuable utility. One block before the next stop is not a compelling form of transit.

Annadiana asked if the elderly who are shopping in large shopping centers were considered when testing the time evaluations. Grant assured her that the elderly were accounted for. It has been observed that people are walking faster to the next station than it takes the train.

Aisha stated that there was an implicit bias against people who are unable to walk due to continued mentioning about people that walk. If people that do not walk do not appreciate the great service that MAX and TriMet is, then a change in

perception might be necessary. There may be a different view if a person is in a mobility device and needing to go uphill to the next stop.

Carolyn Patrick mentioned that cars are unable to get through Downtown in a timely manner due to traffic lights just like MAX.

Grant stated the TriMet Board meeting will be on June 26th at the World Trade Center at 9:00 am, and there is time to be able to sign up to speak in regards to the issue. Jan mentioned CAT would put together a letter and have it to the Board to be presented.

Member Selections 2019 and Designation of Chair – Claudia Robertson

Claudia announced the nominating committee met on May 1st at the Transit Mobility Center. There were five people that were interested and submitted applications outside of reapplying CAT members. All of the candidates were evaluated for commitment and ability to fulfill membership, minus one who withdrew the morning of the meeting due to health reasons.

There was one vacancy due to the passing of Jerry Pattee, and five other positions up for re-election. It was a great session with a list of qualified candidates.

Claudia mentioned the nominating process should be reviewed due to the frequency of meetings being lessened. Officers will be nominated in July with the new members.

Claudia reported that all of the applications are going to be forwarded to Doug Kelsey to make the decision, and send that information on to the Board.

Claudia made a motion to send the recommendations to Doug Kelsey, General Manager. Trish seconded the motion, and it was passed unanimously.

LIFT Operation Report March and April and LIFT Hop Card – Eileen Collins, Manager LIFT Service Delivery, ATP

Eileen Collins reported fluctuations in LIFT ridership due to inclement weather.

There has been a 50 percent decrease in complaints in regards to Broadway Cab. Operators are making sure that they are announcing their arrivals consistently, and ensuring the hand to hand customers are properly attended at a destination.

Errors in dispatching have been cut down substantially, and TriMet has been diligent in maintaining contact regarding contractual requirements for LIFT service.

March had the biggest decline due to continuing closures of structured worksites. TriMet is working on a new contract with the Oregon Department of Human Services for those with intellectual and developmental in order to extend to the county developmental disability programs and their brokerages. Some of the structured worksites are partnering with job coaches in the community to ensure there are viable worksite locations and to gain access to support services to stay connected to their communities.

HOP beta testing started in October and continued through January to test internal procedure changes for LIFT customers. There is no immediate plan for validators on the LIFT vehicles. Zoe helped out by starring in a series of videos for LIFT customers explaining how to better understand the LIFT HOP card. Six short videos individually explain the various topics in regards to HOP and the LIFT program. A 12 page user's guide is being included in the LIFT HOP packet as well. Interactions between rider support (fixed route), LIFT customer service, and the TriMet ticket office are ensuring the same message going out to customers on how HOP will be used on LIFT.

Outreach positions have been launched to introduce HOP to LIFT customers. They will focus on worksites and community partners to give information and educate people about the HOP card.

In March HOP was initiated to 96 high-frequency cab users for LIFT. Of the 96 HOP cards distributed, 25 of them loaded value to their card within the first two weeks of receiving. An addition 15 started using the HOP card without value added, which created an opportunity for outreach and education about loading fare. There was a 40 percent adoption rate for this group of LIFT customers, and it has helped identify some disconnects in rider support, LIFT customer service, and the TriMet ticket office.

There will be a larger launch of 300 to 500 LIFT HOP cards that are high-frequency riders. These riders are more likely to earn the benefit of fare capping more quickly than those who ride less than 30 trips in a month. A LIFT customer may request a LIFT HOP card at any time.

Discussion

Patricia mentioned that LIFT stated enforcing billing for cab rides. Visually impaired passengers are receiving letters requesting payment, and several are

being penalized because they were unaware to send in their passes. The HOP card will automate this process, and requested prioritizing visually impaired customers to receive LIFT HOP cards to help this issue. Eileen stated that customers asking about how to automate fare payment are offered the option of the HOP card. There has also been outreach to the Oregon Commission for the Blind to be LIFT's first institutional account program. TriMet LIFT is also working on an initiative to identify the best mode of communication for our customers depending on their needs.

Patricia asked if there is an electronic version of the booklet with the HOP instructions. Eileen answered that electronic copies are available to be e-mailed.

Claudia declared she noticed nine non-ADA turndowns this year. Eileen stated the turndowns are additional companions for LIFT customers. There is not always capacity for additional companions outside of the PCA and one guest with the LIFT customer.

Jan thanked Eileen for listening to CAT recommendations regarding HOP implementation and outreach. Eileen encouraged CAT members to continue to notify her in regards to outreach and enhancement opportunities with the program.

Jan thanked Kim for her work since Max left, and also mentioned that she was unable to attend Jerry Pattee's celebration of life. Jerry will be greatly missed. Margo stated that Jerry has been memorialized in the HOP videos that he participated in. Jan also thanked Margo for stepping up.

Jan reminded everybody about the CAT Luncheon on June 19th at the World Trade Center at 11:00 am.

Eileen suggested having another ad hoc meeting to discuss LIFT HOP further. Jan agreed.

Adjournment

Claudia moved to adjourn, to which Zoe seconded and Jan officially adjourned at 11:30 am.