



COMMITTEE on ACCESSIBLE TRANSPORTATION

Wednesday, May 18th, 2022

9:00 AM – 11:00 AM

WebEx/Virtual Meeting

Meeting called to order by Chair Jan Campbell at 9am

Approval of Agenda: Agenda passed with no discussion or dissentions

Minutes of 4-16-2022 CAT Meeting: motion to approve: Leon Chavarria, seconded by Claudia Robertson; passed with no discussion or dissentions

No announcements from Chair Jan Campbell

Staff Updates:

Chris Hunter: June 29th will be the annual CAT Luncheon at Chart House. Requested RSVP's be submitted by end-of-day Wednesday, May 18 along with any dietary restrictions.

Margo Moore: No updates at this time

Eileen Collins: Working with First Transit and Trina Loucks to facilitate the handover to TransDev beginning July 1st. Eileen called out the true professionalism from both contractors as they work together to ensure a smooth transition.

Nomination list for 2022/2023 CAT Members

General Manager Sam Desue and Board President Linda Simmons have approved the nomination list for 2022/2023 CAT Members as follows:

Annadiana Johnson

Adam Kriss

Barry Lundberg

Claudia Robertson

Diana Keever

Ryan Skelton

Cassie Wilson

Mike Sandell

Introductions: Trish Teazer will be the new General Manager for the LIFT Contact Center under the TransDev contract. She is currently going through

the onboarding process as TransDev will be taking over the call center contract effective July 1, 2022.

LIFT/Contractor Report:

LIFT: Eileen Collins provided an update on ridership for 2022. Looking at April 2022 year-over-year from April 2021 we had an increase of 160% in ridership. April 2021 we were at 25,000 trips vs. 40,000 for this April.

Currently we're having challenges with on-time performance as we experience unanticipated returns in ridership. In order to help facilitate a resolution to this challenge, we're trying to get more operators and mechanics, as well as trying to resolve supply chain issues that are keeping our vehicles out-of-service. LIFT has recently gotten a new fuel contract in place which will help, as the Transdev transportation team was having to fuel the vehicles themselves, which took operators out of service and made them fuel station attendants. Now we can put those operators back to revenue routes because we have a reliable fuel contractor in place. TriMet has hiring initiatives in place - \$7,500 sign on bonuses - to secure more fixed route operators as we're currently 300+ operators short. When fixed route is short operators then LIFT must reduce service commensurately. This reduces both span-of-service as well as frequency-of-service.

As programs begin to reopen ridership will continue to increase. So far this year TriMet LIFT has done two run cuts which looked at where service needs to be placed in the service district, with the most recent being done in April - and another will be done this summer. In that first week of the run, we saw about a 3% increase in on-time performance, up to 89.7% for arrivals and 93.8% for appointments. It's come back up with the routes being placed where they need to go. It will continue to be monitored. Run cuts will help with really making sure that we are consistently and actively looking at where service needs to happen and we're adding service where it needs to be added. We will continue pushing hard to get as much service returned so that we can do our best to provide safe, accessible, reliable transportation for our riders.

TransDev: John Lewis reported that we are in the midst of critical staffing challenges hindered by the ability to find eligible workers into the workplace. And that, along with increased ridership, is a perfect storm that impacts negatively on-time performance. Since October, TransDev has been actively trying to return back workers that were furloughed during COVID. TransDev has also made a change in their starting rate, increasing it to \$18 an hour at both of their regions to make them a little bit more competitive in the marketplace to attract new talent. Mr. Lewis reports that TransDev probably still have some room to grow in that area to be competitive, due to the

increase in the cost of living, and inflation. TransDev has also implemented a hiring bonus of \$2,500 for LIFT operators as well as a referral bonus for existing employees. LIFT drivers aren't required to have a CDL, just a regular license with passenger and medical endorsements. In addition, TransDev is also working with their union to identify a quicker path to full time work without violating the collective bargaining agreement. Lastly, TransDev was recently able to fill all of their HR positions which means they now have a dedicated recruiter.

First Transit Call Center: Trina Loucks discussed staffing for the call center. Over the last year the call center has looked at a less than 8% turnover per month. It's currently down to less than 2% overtime per month and they are staffed about 85% of the fully staffed contract. All employees except for five have transitioned over to TransDev at this time. They are continuing to hire for key positions. Those positions are still advertised through First Transit. When applicants reach out they are replying back and letting them know that they can also apply on the TransDev website so that everybody is getting the opportunity to move forward. First Transit is holding steady until the end of June.

Broadway Cab: Steve Hext agreed with others regarding the shortage with drivers but also commented on the challenges faced at Broadway Cab regarding the maintenance shops. In the last month or so it appeared they were getting a handle on that end of it but then 3 of the 4 mechanics at their main shop got COVID and work basically stopped. They found another shop and are currently up to-date with all vehicles repaired and ready to go as well as having spare vehicles with no shortages on that side. They continue to face challenges with securing drivers and they continue to add them as quickly as they can.

Public Comment: There were no comments from the public.

Board Report – Keith Edwards: Director Edwards didn't have a report

Public Comment: There were no comments from the public.

TriMet Bus Wraps; Lonny Nielsen, Director, TriMet Marketing & Business Development: Mr. Nielsen discussed the policies and procedures that TriMet uses regarding advertising on the trains and busses as well as explaining and reviewing the presentation that was sent to CAT members beforehand. Mr. Nielsen discussed the percentages of coverage of windows and exterior surfaces. There was discussion regarding the coverage of the windows and the need for greater visibility. This topic will be covered further in an upcoming ad hoc meeting.

CAT expressed impassioned concern for any covering on bus or light rail windows that hinders the ability of older adults and people experiencing disability to readily identify landmarks, street signs, or other indicators of their upcoming stop/drop off location. CAT would like TriMet to reconsider bus/lightrail wrap guidelines and amend as appropriate to ensure that wayfinding for riders is not compromised at the cost of advertising on the windows.

This topic will be further discussed and addressed in the Wayfinding ad hoc.

Public Comment: Trish Baker discussed the fact that any advertising on the windows decreases visibility. She stated that only other areas of the bus should be used for advertising.

Safety & Security; Pat Williams: Pat Williams began by stating that there are very few issues with LIFT or accessible transportation that security gets too involved in. He then brought up the hot button for security on fixed route and trains which is smoking of illegal substances, mainly fentanyl or heroin on small pieces of tin foil. Since they began tracking this issue in January there have been 142 reports of smoking on our system – nine of those are busses and 133 have been on trains. This is affecting employees and there are instances of drivers feeling lightheaded, headaches and have had to mark off for the rest of their shifts. Due to the decriminalization of drugs in Oregon, there's really no enforcement effort that can be done. It is a violation of TriMet's code of conduct. Mr. Williams also discussed incidents of individuals overdosing on platforms and stated that security staff has done a really good job of notifying 911 when they encounter somebody who's having a medical issue. And they've actually saved a number of lives just in the last year. It was mentioned that people should call 911 if they encounter someone having a medical issue on TriMet's platforms or notify the operator if it's on a train or bus.

Public Comment: There were no comments from the public.

Meeting Adjournment: Hearing no further business, Jan Campbell adjourned the meeting at 10:41am