



## CAT Ad Hoc Hop and Ticket Vending Machine Replacement

Minutes

2/2/2023

**CAT Attendees:** Jan Campbell, Barry Lundberg, Annadiana Johnson, Kris Meagher, Adam Kriss

**Public Attendees:** Kathryn Woods

**TriMet Attendees:** Sophia Maletz, Brianna McDonald, Charlie Clark, Erin Block, Kim Keenan, Mary Perrault, Matthew Kintz, Greg LaRowe, Jamie Surface

---

**Sophia Maletz, Director TriMet Fare Revenue and Administrative Services** – Hop and LIFT interactions Power Point Slides (included with meeting minutes)

(PowerPoint Deck Presented)

**from Annadiana Johnson to everyone: 2:11 PM**

does a person still need to have an email address in order to register the card?

**Sophia Maletz:** No. If folks call the TriMet Call Center or visit the Customer Support Center they can get help to create a four-digit PIN that will work similarly to the verification of the email address.

**from Annadiana Johnson to everyone: 2:12 PM**

how do they secure the value of the money that is on the card? do they now allow the use of a phone number?

**Sophia Maletz:** Through the Call Center and Customer Support Center, no email address is required. What is relied on is a 4-digit PIN to verify their identity down the road.

**from Kathryn Woods to everyone: 2:12 PM**

I have called the HOP parts on 238-RIDE or LIFT customer service to do all of these things.

**from Kathryn Woods to everyone: 2:24 PM**

so does that mean when calling CUSTOMER SERVICE either LIFT or fixed route that it calls the long HOP 844 number for you?

**Eileen Collins** - Yes

**from Annadiana Johnson to everyone: 2:29 PM**

it is my understanding that companions who travel with a lift rider do NOT have to pay

**Eileen Collins:** “Companions” pay the LIFT fare when riding with an eligible LIFT rider. However, Personal Care attendants (PCAs) are not charged a fare on LIFT or fixed route if the rider is eligible for a PCA on fixed route (as evidenced by the “A” on their personalized LIFT Hop Card.)

**from Kathryn Woods to everyone: 2:30 PM**

how do people who are also eligible make sure they get on the same trip?

**Eileen Collins:** If the customer reserves their trip with a “companion” those trips will be grouped together, but they would need to originate at the same location and end at the same location.

**from Annadiana Johnson to everyone: 2:35 PM**

why is it different than twice the price of the honored citizen

(The monthly cap is more than twice the price of the honored citizen cap)

**from Kathryn Woods to everyone: 2:37 PM**

so monthly passes are what used to be called Agency Rides?

**Eileen Collins:** No, “agency” rides on LIFT are those provided and funded under contract with the State of Oregon and they do not provide Hop products to those riders. Monthly pass products can be purchased by organizations that provide fare to riders who are likely participants in that organization’s services (that is the “Institutional Account” program).

**from Annadiana Johnson to everyone: 2:38 PM**

to me that seems to be very unfair to the lift-only rider

(relating to every trip being charged \$2.50 on LIFT and not offering day passes once two trips are taken)

**from Kathryn Woods to everyone: 2:40 PM**

why do we have to tap every time even if we are not charged for that trip?

**from Annadiana Johnson to everyone: 2:40 PM**

the system tracks your usage

**Sophia Maletz** – Data, revenue allocation, and system usage.

### **Ticket Vending Machine Replacements:**

---

**Cassie Wilson** (from email): One of the issues that got brought up by myself and others in the January business meeting was about how anyone is able to buy an Honored Citizens pass from the TVMs. While others had concerns about this, I personally find that to be a good thing that makes using and paying for public transportation more accessible for disabled people.

When I was in high school and would take the MAX into town (pre-Hop passes), I'd always purchase an HC fare from the TVM. I had no idea there was an actual application process I was supposed to go through. Then, when I started regularly taking transit last year and got acquainted with the Hop system, I found it really frustrating that it became harder to access the fare rate I needed.

Having to have my doctor's office fill out the paperwork for my HC application when they don't know my disability as well as I do (so I had to tell them the answers to the questions), then having to take that paperwork all the way to downtown Portland only for the computer system to be offline when I was there so I had to make a whole separate trip - the whole process is really a tax on disabled people's time and energy. Additionally, so much of disabled people's experience in accessing accommodations in all parts of life involve having someone else determine if you're disabled enough to need it which is really dehumanizing. So in general, I think the easier we make it for people to access HC fare rates, the better. My only asterisk on that would be to make sure it doesn't negatively impact people with invisible disabilities.

Additionally, making it easier for anyone to access HC fare rates means that when disabled people visit town, they have access to the fare rates they need.

Another thing about the current Hop setup for HC fares is that I can't use my phone as my Hop pass, I can only use it to load the card. Sometimes I forget my Hop card and then end up having to pay for a full adult fare on my phone because I can't use my HC Hop card from my phone the same way Adults or Youth can.

In general I'd love to see TriMet moving to a fareless system to achieve true accessibility and transportation justice, and then none of the above things would be issues at all because the barriers to access would be removed.

**Sophia Maletz:** to summarize those points: 1) mobile phone for virtual hop card; 2) free fares; 3) opening up HC cards at TVMs; 4) HC Application process at TCSC

- 1) mobile phone (virtual hop cards) are available for honored citizen cards with stored value loaded, not available for cards with donated fare like CAT member Hop cards. Eileen to provide instructions on how to do that
- 2) free fare in the system – best to provide feedback to the Board regarding the Fare increase proposal
- 3) we do sell HC cards through the retail network. No application required to buy an Honored Citizen Hop Card (honor system); the policy for retailers also does not require proof of eligibility to buy the Honored Citizen Hop Card; proof of eligibility for HC cards is required when boarding (see example of self-selecting non-personalized HC cards). It's been awhile since we looked at the HC application process, but when Hop was set up, an extraordinary level of effort was undertaken.

**Erin Block** - If you want to use your HC Card on your phone, you can use the HC non-personalized card on your phone. For application, you only have to come to the TCSC once to have your photo taken, for renewals, you can mail in the recertification. Customer Service can help customers load the virtual card for HC on their phone (for customers with stored value, not donated fare).

**from ADAM to everyone: 3:06 PM**

Can you explain how the branding will be the same?

**Sophia Maletz:** there will just be one general Hop card that is not labeled with Adult, Honored Citizen or Youth, but the tariff built into the programming of the card will indicate which fare category was purchased (honored Citizen, Youth or Adult).

**from ADAM to everyone: 3:09 PM**

So why bother having an application?

**from Kathryn Woods to everyone: 3:10 PM**

It can be a hard job to be disabled

**from ADAM to everyone: 3:12 PM**

So why have different fares

**from ADAM to everyone: 3:13 PM**

I don't see why we have multiple fares then going forward

**from ADAM to everyone: 3:14 PM**

No one has ever asked me for my ID

**Adam Kriss** – I think we should revisit all the fare categories and I think they are inequitable.

**Sophia Maletz**– you are right, most systems do not have an “honored citizen” self-select option, they require their users to go through an eligibility process for the equivalent Honored Citizen fares.

**from ADAM to everyone: 3:17 PM**

I'd like to get a virtual card

**from Jan Campbell to everyone: 3:19 PM**

Is there a reason why the HC pass is not on the TVMs?

**Greg LaRowe** – you can buy HC tickets and day passes at the TVMs

**Jan Campbell** – just a pass for the day or the month. There isn't one, is there?

**Greg LaRowe**– the current TVMs only dispense the day and one-day passes

**from Jan Campbell to everyone : 3:24 PM**

I know having someone verify you have a disability can be difficult sometimes and also may be a charge to the person with a disability especially if they get it (proof of disability) from a doctor.

**Adam Kriss** – so you don't have to renew the honored citizen application?

**Erin Block**– depending on the qualifying condition for the HC card, it may be a 1-5 year expiration date on the Hop card, with renewal available through the mail.

**Adam Kriss** – but people aren't inspecting fares, so what is the point of having these different fares?

**Erin Block**– Fare inspectors are issuing citations, and people can be cited for insufficient fare, wrong ID, expired Honored Citizen ID, etc.,

**Kris Meagher** – I just went and pulled my Hop card, and it will expire this year. My quick question is, what do I need have as proof?

**Erin Block** – your personalized Hop card (LIFT/HC), proof of age, verification of disability (Medicaid ID card)

**from Kathryn Woods to everyone: 3:38 PM**  
i was sent a letter when my eligibility expired

**from Kathryn Woods to everyone: 3:38 PM**  
and the LIFT renewed it

**Meeting adjourned at 3:40 pm**