

ATTACHMENT A

MINUTES OF THE COMMITTEE ON ACCESSIBLE TRANSPORTATION September 20, 2017 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 Attendees: Diana Keever, Monica Sandgren, Zoe Presson, Leon Chavarria, Jan Campbell, Trish Baker, Caludia Robertson, Deidre Hall, Chris Walker, Jerry Pattee

TriMet Staff: Dion Graham, Margo Moore, Eileen Collins, Todd Wood, Kristina Babcock

First Transit Staff: Lela Sieber, Ples Bruce, Blake Vaughan, Jon Joseph, Ricardo Boulware, Damon Blocker, Ben Sawyer

Guests: Lt. Rachel Andrew, David Bouchard, Lt. Matt Engen (Transit Police), Dorothy Fay

Jan Campbell, Chair, called the meeting to order and welcomed everyone.

APPROVAL OF THE AGENDA AND MEETING MINUTES

Jan Campbell asked for approval of the July 19th meeting minutes.

Claudia Robertson noted corrections needed: On page 2, Claudia was not back-up to Paul on the Southwest Corridor Community Advisory Committee; needs to be changed to reflect Arnie as the lead and Jan as the backup. On pages 19, 14, 23 and 26, the headline shows "staff comments," and the comments were all CAT discussions. Claudia also shared that the very last sentence where it states, "Jan thanked Miss woods," is an error where it was supposed to be Miss Golden that had been speaking.

Claudia Robertson made a motion to approve the July 19 meeting minutes with the noted corrections. The motion was seconded and passed.

ANNOUNCEMENTS FROM THE CHAIR

Jan shared how the minutes have the appearance of transcripts and she plans to speak to the Executive Committee about “pulling them in a bit” for a summary report. Full transcripts will still be available for those who would like to review.

Jan announced that Jerry will be attending the Oregon Transportation Conference this year, representing CAT.

STAFF COMMENTS

Dion shared that the November meeting will be at the World Trade Center until further notice. Jan suggested that a drop-off and pick-up location be established. Dion also shared that Patricia is out of town training with her new service animal, Gus, and Lori had a scheduling conflict so neither will be in attendance today.

Margo introduced First Transit’s new Dispatch Manager, Mr. Ples Bruce and that they are excited to have him on-board.

WRITTEN COMMUNICATIONS

There were no written commendations received.

PUBLIC COMMENT

Kathryn Woods shared a “thank you” from the lady who asked for the transfers for her rides from LIFT to fixed route. She said it has been much easier to get transfers now. Kathryn expressed her own concern regarding the flip up seats in the priority seating area of the fixed route buses. She said that she got on the bus one day and was having trouble lifting the seat to stage her walker and the driver started to leave before she had the chance to sit down. She called this issue in to the customer service and was told that the seats were only to be flipped up for wheelchairs and nobody else is supposed to “ever” flip them up otherwise. Kathryn said that she felt scolded and felt that flipping the seat up to place her walker was keeping the aisle way clear for everyone else. Kathryn wanted to complain about being scolded but most of all express her concern for not being allowed to be seated before the driver drove off.

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Jan asked for clarification from staff on the requirement for the operators with Kathryn's comments as well as what happens when a person in a wheelchair attempts to board the bus and the priority seating area is already occupied by walkers.

Dion explained that the securement areas (priority seating area) is designed to allow a space for wheelchairs as top priority. And that the policy for walkers is that they are supposed to be folded and the rider should keep it close to them or place underneath the seats if the space is available in order to allow passengers to pass by. Dion agreed that passengers are allowed to use the space for their walkers if the space is available and it is ok for customers to raise the seat if they are able to do so. Operators are trained not to move the bus until passengers are seated or have a firm grasp that would prevent them from being thrown to the ground. Dion will remind the transportation groups of the appropriate SOP's. Claudia suggested that customer service receive the same information.

TRANSIT POLICE REPORT – Lt. Rachel Andrew

Lt. Andrew discussed the recent bombing in London and shared that events like this generates discussions amongst their international counterparts. She said TriMet and Transit Police take part in international conversations on safety on transportation systems. They benefit from the learning opportunities and intervention strategies along with investigative tools developed from continual discussions.

Rachel also shared that they have a new chief of police for the Portland Police Bureau, Chief Danielle Outlaw. They are "super excited" to welcome her into her new endeavor. TriMet and the Transit Police are moving forward on building the new station at Holladay, near Holladay Park on Holladay Avenue. They are in the beginning stage of a two-year project. They have been continuing their efforts in working with TriMet's Training department in the training of new operators. They recognize that the trend of assaults on drivers is on-going and have made investigations of incidents a priority. Lt. Rachel shared that the transit police are not able to maintain the level of presence since the increase of staff after the Holladay Park/Lloyd Center incident but they are maintaining a more vigorous presence throughout the system. They are working with TriMet on teaching drivers conflict management, resolution, and trying to help them learn de-escalation techniques in order to minimize incidents.

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Lt. Rachel also discussed the recent protests that cause disruptions to the system and how the Portland Police Bureau has been doing the best they can to maintain operations for TriMet during the events. Their focus is safety of the passengers, protestors, maintaining the system, and keeping things moving. Lt. Rachel also shared that she has seen that the new HOP Fastpass is in operation and seems to be going smoothly.

CAT REPORTS

Executive Committee

Jan shared that their first meeting with Mr. Michael Kiser and Jesse Stemmler to discuss the design of the 60' bus for the Division Transit Project went very well. They are looking forward to continual discussions as this project moves forward. In addition, they are looking forward to an upcoming tour of "The Vine" with C-TRAN. Jan also shared that Eileen will be forming a CAT Sub-Committee to discuss LIFT's "no-pay" issue.

Jan has attended three community workshops on the design and location of the proposed DTP stations. Jan attended workshops for inner Division, outer Division, and Gresham. There were citizens that were not happy with the location of the station's but seemed to be understanding of the process for determining their location due to the many variances. She announced that CAT will have an official update in November from the ad hoc committee to talk about the interior design of the buses, the ingress and egress, and fare related concerns. Jan clarified the role of the ad hoc committee as an advisory group that should not expect all of it's ideas to be implemented but to have an opportunity to be heard as a representation of people with disabilities and seniors. She shared, also, that the Citizens Advisory Committee for the Division Project is another opportunity to get your opinions heard and they meet on the third Thursday of each month, from 6:00p to 7:30p at Portland Community College's campus on 82nd and Division (open to the public).

MAX Operator Procedures

Todd Wood, Manager of Rail Transportation and Streetcar, introduced himself along with Kristina Babcock, Manager of Rail Operations. Todd provided a basic overview of the training that an operator receives. He shared that operators are trained to scan the platform as they approach and if they see anybody in a mobility device, they are trained to deploy the ramps when they arrive. If they do

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not see anybody, or miss them, they are trained to wait until the doors have been completely cleared before closing their doors. Which means if somebody comes up and pushes the button, they are to wait until it deploys completely, make sure everybody gets onboard, wait till the doors are clear for three seconds, then close the doors and proceed onward. There are no visual clues made available for the operator from inside the operator's cockpit other than the auditory tone from the strips that customers press. Todd also shared that when the strips are pressed by customers in the mobility stations, the ramps are deployed automatically. The system will pick the door that is closest to the button/strip pressed. All the operator gets is a beep and an indicator saying that a customer has requested the ramp.

With regards to the "call-box" inside the passenger compartment, when a passenger pushes an internal call-to-talk button to talk to the operator, the operator receives a beep and then they can push a button to speak back to the customer. Todd also clarified that the operators do not have control over individual ramps and that only the system can deploy individual ramps.

Several members inquired about why an operator would extend the ramps at every stop even when there was no mobility device present. Both Todd and Kristina shared how there are many new operators that may be doing it when they are uncertain if it is needed at the time but for the most part, it is a case by case issue that would need to be evaluated. Could also be a passenger hitting the button at every stop. Todd also explained that operators are taught to deploy all of the ramps at crowded stations so mobility devices do not have to wait until other passengers board before pressing the button; cuts back on dwell time.

Leon made a suggestion that in addition to the announcement that the doors will open on the right or left, that there should be some kind of a light that illuminates on the side that the doors will open so those that do not hear the announcement will see which way to head. Todd acknowledged this as a good idea and said that they would consider looking into this.

Zoe shared her concern that if the operators extended the bridge plate at every stop and it takes seven seconds to put it out and seven seconds to bring it back in then for 32 stops that will be nearly 10 additional minutes of dwell time.

Chris addressed the issue of how operators start moving the vehicle before people find a seat which can be a safety issue for those that are fragile or have a hard time standing.

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Todd recognized the challenge expressed by Chris and shared that the operators do not have any visual of the passenger compartments due to the distractions that may be caused during operation and it is difficult to guess how long it takes for everyone to get stabilized. Operators are taught to take off slowly but they plan to continue to put emphasis on this during training.

Trish took the opportunity to share her concerns about the reader boards at the stations. She used Gateway Transit Center as an example. She shared that the screens are too far up; making it difficult to look up at the perfect angle to see, especially when there is a glare making it impossible to read.

Todd shared the challenges faced with the reader boards stating that LEDs do not do well in sunlight. He provided the example of if you have an LED television in your living room and it is too close to the window making it really bright, the screen gets hard to see. That's a technology issue. The other issue is a vandalism. Putting them too low to the ground makes them accessible for vandals so TriMet seeks to find that balance between making them easy to see, but out of reach. Todd plans to share these issues with staff. Trish asked if they could make it auditory as well and Todd acknowledged her great suggestions.

Dion mentioned that he has seen a button that can be pressed if a rider wants to hear the auditory announcement. Trish shared that the button needs to be in a more obvious location and Todd said that he would look into it.

Zoe suggested that a "matt" finish be put on the monitors to make it less reflective.

Claudia commented on how appreciative she is for having the announcements on the train that say "the train is departing, please hold on" and that she has noticed auditory announcements at Providence Park that speaks all the time without the push of a button and that the one at Old Town does not work.

Dion spoke in behalf of an issue that Adam has shared with him on multiple occasions since Adam is not present. Adam has shared a story where he hit the call box button and a ring tone just kept ringing but he never was able to contact the driver. Todd responded that it depends on the train. When the call-box button is pressed, a light flashes and the ringer rings. Unfortunately, the volume of the ringer has been a problem so they had to make some modifications to try to make that volume stay at a mild level. Sometimes the operator won't hear it so if this happens, please contact TriMet with the vehicle number, location, and approximate location. Even though the maintenance department routinely tests,

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they can still fail like all equipment. Todd recommended for the customer to knock on the drivers cab door to let them know. The sooner TriMet is made aware of the issue, the sooner it can be fixed. Todd also explained that the operator may not be able to answer right away due to their operating procedure.

Jan shared that she rides the MAX all the time and she has been passed up many times. She shared two examples of occurrences. Once when someone held the door open for her to arrive with her wheelchair. She presses the button for the ramp to deploy and the doors close and fails to reopen. She also shared an incident where she arrives while others are boarding, presses the button, and the doors close without reopening with the ramp.

Todd said that when managers receive these types of complaints they will review the video from the platform and address with the operator accordingly. He also shared that trains are sometimes spaced 3-4 minutes and sometimes 30 seconds apart. Operators often feel the pressure to get moving because the next train is approaching. TriMet asks that passengers be in position to ride before the train is scheduled to depart. Todd explained that when the operator closes the doors and a customer prevents from closing, the doors will not close on the passenger due to safety mechanisms but the doors are already in "locking mode" so as soon as they clear the door, the door will finish locking and the train departs. The operators will not open the doors since they are trained to move. The signaling system, especially downtown Portland, is sensitive as far as once you place the call for that signal, it begins to set all the traffic lights up for the train. Missing a signal cycle can put the train two – three minutes behind schedule. He apologized for the inconvenience that this may cause but once the doors are signaled to close, the train is set up to leave when they do.

Jan thanked Todd and Kristina for coming and asked that they consider inviting CAT members to get involved with the training of MAX drivers in order to establish rapport and learn more about each other's challenges. Assistant Manager of MAX Training, Rick Jones, will be invited to discuss training at the November meeting.

There were no public comments/questions so Jan moved to the next agenda item that involves the CAT Work Plan.

CAT Work Plan

Dion asked for input on the current work plan in order to update it for a future session.

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Claudia made a recommendation to adjust page four Section 10, Fixed Route Services, on the content and scope, to read "the view obscuring treatments on vehicles and shelters." She also suggested to remove "Full coordination of ADA eligibility for LIFT Paratransit service with RideWise" since RideWise is no longer at the transit mobility center. The suggestion is to remove RideWise and Dion said that he would remove.

Chris suggested that the CAT should have more of an interface with the Board as he feels they might not hear their testimonies with the bi-monthly CAT reports that they receive. Jan agreed and shared that she and Margo have had similar conversations to get the TriMet Board more familiar with LIFT Services. Margo shared that she has plans to go before the board to discuss their five year plan in May of 2018. She suggested that CAT consider utilizing Lori to assist since she is the representative for ATP on the Board. Perhaps invite her to some meetings to familiarize her with the program. Margo said that she will reach out to Lori and get her involved.

Dion shared that immediately following the CAT meetings, he sends a memo to the Lori for her to share with the board as talking points summarizing the meetings.

Jan asked Margo if TriMet was looking at the future transportation plan that had recently been discussed and whether that plan would eventually be presented to CAT. Margo shared that with the current business plan there have already been some discussion in the interim, which will need the assistance and knowledge of CAT. These interim ideas will be discussed with the Board prior to bringing to the CAT. Jan asked if CAT should have some input beforehand and Margo said she would seek input from executive staff and report back.

Jan shared her belief that TriMet's Board should meet the CAT members more often than just the annual luncheon. She envisions CAT members going to the Board and introducing themselves to talk about their accomplishments; perhaps to discuss the CAT Workplan. Claudia asked that this discussion continue during the CAT Executive Committee meeting.

LIFT Dispatch Quality Assurance Program

Jan invited Ricardo Boulware to present on LIFT's Dispatch Quality Assurance Program. Ricardo introduced the LIFT's new Interim Dispatch Manager, Ples Bruce. Ples has worked as a dispatcher, trainer, and now the interim dispatch

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manager who will be responsible for Quality Assurance. Ples explained that through the QA monitoring program, LIFT will be monitoring six calls per dispatch agent. The dispatchers will be provided feedback with a hard look at some of the concerns of rudeness and other complaints. He plans to focus on their tone and any other issues concerning the perception of presenting a poor “attitude.”

Trish shared an experience that she had with a dispatcher during a time when there was a problem with the system and the dispatcher did not seem to have any compassion. Ples acknowledged her concerns and shared that they were strongly emphasizing compassion in their process going forward. Trish suggested that he consider offering CAT members the opportunity to assist with their training. Ples shared that Deidre has been out to conduct sensitivity training for all the call center employees, including dispatchers.

Jerry asked if LIFT has considered having a contact number for their clients on file just in case there is a need to locate the client or change their window instead of relying on them to call in to check their ride status. Margo responded by sharing that LIFT has contact numbers for notifying of window changes when scheduling at the end of the night or anytime something does go awry. Margo explained that customers are not called when they are considered a “no-show” unless it is a scheduled “pick-up” to return to their starting point. Jerry shared an experience where he wound up taking an Uber because the LIFT may have searched for him at a different area than where he was waiting and he felt that had he been called to verify the pick-up location, he may not have had to call for an Uber.

Margo shared that this is something that they can look at for the future but consideration should be given to the fact that they transport 4,000 rides a day and for the most part they do a very good job. She has discussed this with Ricardo and his staff and he is working to improve efficiencies. They are also looking into automated reminder calls with interactive voice response technology. Jerry liked the idea and asked if there were plans to include apps? Margo reminded the committee that they are looking at electronic fares for LIFT which is tentatively scheduled for spring of 2018 and an IVR Management Tool. The IVR system sends an automated call to the customer the day before as a reminder. The system will provide options for cancelling along with other options.

Leon asked how long can a rider be kept on the LIFT for a single trip? Ricardo shared It has to be comparable to fixed route. And so the total time that it takes

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for you to get to the location for a fixed route bus or train, the transfer time between your rides and reaching your final destination, that total amount of time is how long you can be on the LIFT.

Jan expressed concern about riders being on the bus for more than an hour and ½. Margo explained that the ADA does not provide a standard time but requires that the service is comparable to fixed route. Ricardo explained that the time of day has to be factored in because peak time is comparable to peak for fixed route; visa-versa.

Leon shared that he didn't think it was fair for LIFT to have to process so many cancellations that occur. People need to be more responsible instead of dumping their problems on TriMet, especially with 4,000 rides a day. Ricardo explained how this affects LIFT's on-time-performance and how their regional general managers are working with the OTP work groups to find a resolution. If customers are able to cancel in advance then LIFT service would have a better grasp on efficiency. Margo and Ricardo discussed the no-show policy and importance for customers to follow the rules and the IVR tool may be able to assist with reminding customers so they do not forget to cancel.

Jan recognized that there are reasons for people to cancel at the last moment due to unforeseen circumstances. She felt that the no-shows seem to be occurring a lot and is a different issue that when people cancel.

Margo acknowledged that passengers are able book rides 7 – days out so there are times that they may forget but LIFT is unable to ask why?

Chris inquired about what a person should do if they find themselves in a situation where they need an earlier ride than planned due to unforeseen circumstances? Margo explained that it requires a serious exception in order to do a same day change. Especially during the month of August with the extreme heat. LIFT was also dealing with protesters that were tying up some of their vehicles making it difficult to plan routes.

Trish asked if inclement weather was grounds for cancelling a ride on the same day? Margo explained that they do account for the inclement weather.

Jan shared that when people call dispatch they are usually calling with a sense of urgency and the dispatcher should be willing to listen and work with the caller to get through it. She was also curious why there is such a high turnover with them causing a constant renewal of the system.

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Jan also shared an incident where she spoke to the driver from the buzzer and by the time she got to the elevator he had already sped off. Margo explained that there are times when the driver has to keep circling back causes the service to get backed up causing another passenger to be picked up late.

Both agreed that the issue was in the process of being reviewed for ways to improve and Jan opened the discussion up to the public.

Miss Kathryn Woods shared her thoughts on how the dispatch system has become less personable with the standardization of the questions that they ask. She feels it works better when it is more conversational.

Margo lists some of the advantages of an IVR system to include:

- Provides an estimated time of arrival
- Automated message for time-period chosen
- Advanced notification of arrival

Jan shared an experience where she pressed the cancel ride button by mistake when she used the service in Seattle and then welcomed Eileen to report on LIFT services during the months of July and August.

LIFT OPERATIONS REPORT

Eileen shared that LIFT ridership decreased 2.3 percent in July, and 12.5 percent in August mostly due to the heat and people staying in. They have been working hard with Central Dispatch and maintenance on a comprehensive on-time performance project that have 27 elements that address on-time performance. They have seen OTP improve every month. The call answer rate was 3.1 percent higher in July but due to the network outage in August there were some ongoing challenges due to the dependency on technology. The need for phones and computers to contact operators on buses when the system goes down paralyzed their ability to communicate. They have been working with partners to identify non-technology-related backup solutions that involve paper manifests, and flip phones, and other things that are not network connected.

Eileen discussed her plans to develop a No Pay Policy Workgroup. She requested members to participate on this subcommittee to discuss how to augment the policy in light of the impacts of eFare on LIFT. The plan is to make

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the policy more comprehensive and reflect how eFare will impact the payment processes. She asked the group if anyone wanted to volunteer to compliment Zoe and Chris, who are already working with her. Jerry volunteered and Eileen suggested that if anyone else wants to participate to contact her.

Jan opened up the discussion to the CAT members. Claudia asked about the flood exercise that Multnomah county was going to do. Eileen shared that it was postpone due to the Eagle Creek fire. She also shared how TriMet LIFT and Fixed Route Services sent buses to help with the evacuations in the area; including areas not serviced by TriMet. There were a lot of emergency “same-day” rides performed. Eileen can get any information about the upcoming Multnomah County flood exercise if they would like to participate.

Chris asked Eileen if potential pick-up and drop-off locations could be identified in the transit mall so riders would not receive a “no-show” due to being on the wrong side of the street. Eileen explained that the rule of thumb is wherever you were dropped off is where you will be picked up. However, she recognized that some of the GM’s do not always follow that so they are working with them to get the message out to the drivers for consistency. There was discussion about placing signs at sites that are frequented often that would identify pick-up/drop-off areas. Margo assured the team that they are working on possible solutions to resolve improving communication between the driver and dispatcher to assist in these transitions.

ADJOURNMENT

The meeting adjourned at 11:50 a.m.