

## ATTACHMENT A

### MINUTES OF THE COMMITTEE ON ACCESSIBLE TRANSPORTATION September 16, 2015 9:00 a.m. – 11:56 a.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**

Attendees: Trish Baker, John Betts, Jan Campbell, Leon Chavarria, Eileen Collins-Mastel, Diana Keever, Patricia Kepler, Adam Kriss, Arnold Panitch, Claudia Robertson, Chris Walker

Staff: Susan Florentino, Dion Graham, Corrinna Griffis, Kathy Miller, Allen Morgan, David Trimble

Guests: Lt. Rachel Andrew (Transit Police), Michael Bozarth (First Transit), Alexandria Golden, John Joseph (First Transit), Margo Moore (First Transit) Laura Rigney (First Transit), Kathryn Woods

#### **APPROVAL OF THE AGENDA AND MEETING MINUTES**

Jan Campbell, Chair, called the meeting to order and asked for approval of the July 15 meeting minutes.

**A recommendation was passed to approve the minutes with one abstention (Kepler).**

#### **ANNOUNCEMENTS FROM THE CHAIR**

Claudia Robertson commented that the meeting minutes had indicated that new members would meet with the Executive Committee for a tour of the Transit Mobility Center. Kathy Miller said she would follow-up and schedule a tour. Jan asked that staff also follow-up with the EC on mentoring arrangements for the new members.

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Jan commented on the Orange Line Opening activities and said that the events were wonderful and went very well though it was very difficult for some individuals to access the Zidell yards due to the gravel surface. She would like to talk to TriMet staff in advance of future events about the need for improved access.

Patricia Kepler asked about the name change from the Orange Line to the Yellow Line and said that it causes confusion for some customers. She asked why the Yellow Line wasn't extended instead of creating a new line.

Allen Morgan responded that the decision was made based on the fact that an extension of the Yellow Line might match better with a future project that may include Barbur Boulevard. It was decided that it would be less confusing for customers to change line colors now than it would be for any future expansions.

There was discussion about how the announcements indicate the changes in line colors. It was discussed that it might be helpful if the announcement said "This is now a Yellow Line train to Expo Center" and "This is now an Orange Line train to Park Avenue" or something similar. Allen will follow-up with staff.

Adam Kriss asked at what point the change is made. Allen said that going north on the Orange Line, it changes at Lincoln Street just before it enters the Portland Mall. In the opposite direction from the expo Center down Interstate, it changes at the Rose Quarter.

Arnold Panitch commented that the current signage indicates that the Yellow Line is routed through the downtown area to Portland State. It is probably helpful that customers know the train is routed through downtown before it crosses the river to Milwaukie. He added that the emphasis should be that it is a single-seat ride from Expo Center to Milwaukie whether the line color changes or not.

## **STAFF COMMENTS**

David Trimble, Director, Transportation Programs, introduced Dion Graham as the new ADA Compliance Administrator. Allen Morgan has had the ADA compliance responsibilities as part of his position but it will now be a full-time role.

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Dion said that he has about 25 years of experience in transit and most recently with TriMet's operator training program for about three and one-half years. He looks forward to working with the committee.

Kathy reported that TriMet has published a book called *Making History, 45 Years of TriMet and Transit in Portland, Oregon*. The CAT members will each receive a copy by mail. Jan commented that there is an article about the CAT included in the book.

Kathy said she will be on medical leave for a couple of months and Kim Zurcher and Allen will be the contacts for any CAT matters. Meg Metcalf will be in charge of the Transit Mobility Center in her absence.

## **WRITTEN COMMUNICATIONS**

Kathy said that a series of emails from a LIFT customer about her service and responses had been received and included in the CAT packet.

## **PUBLIC COMMENT**

Kathryn Woods, LIFT customer, emphasized the need for LIFT customers to provide the full street name when making a reservation. The Broadway Cab operator who was providing her trip to today's meeting had a similar address for a location in Troutdale at 1120 SW Way instead of Avenue in Portland. When she alerted the operator he had the wrong address, they contacted Dispatch and confirmed the correct address for her destination.

## **TRANSIT POLICE**

Lt. Rachel Andrew reported on the Orange Line Opening activities. She said that opening day was very busy and the service seems to be going well. Officers continue to be dispatched to transit platforms to educate and assist customers and citizens on navigating some of the pedestrian and bicycle crossways and traffic flow.

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**Discussion**

Jan said that the intersection on Moody Avenue is very busy. Lt. Andrew agreed and said that it presents the potential for challenges with interfaces with pedestrians, vehicles and/or bicyclists. She said that the police are well aware of the education that will be needed to ensure that everyone understands how to follow the traffic control devices and signals.

Patricia commented that the volume on the audible signal is insufficient and that it can't be heard even when it isn't crowded.

Adam suggested that it might be helpful to have additional signage to indicate that the green lane is for bikes and the white lane is for pedestrians.

Lt. Andrew said that the education efforts will continue for at least a month to assist customers in familiarizing themselves with appropriate routes for bikes, pedestrians, cars, etc.

Claudia asked if the Milwaukie Police will be involved in the efforts. Lt. Andrew responded that Milwaukie has officers within the Transit Division and that the South Precinct is already fully staffed with officers on the Orange Line.

There was discussion about the number of bicyclists using both the new bridge and the OHSU Aerial Tram.

**CAT REPORT**

**Executive Committee Meeting**

Jan said that Dion was introduced at the CAT Executive Committee meeting. The EC also discussed the importance of mentoring the new CAT members. She asked if other CAT members would be interested in assisting and Trish Baker and John Betts indicated that they would.

**CAT Meeting Schedule**

Jan said that the CAT had agreed to a six-month trial period of meeting every other month as opposed to monthly. The committee had agreed to the trial because many past issues have been addressed and the new schedule would

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allow for participation in field activities and “hands-on” experiences. She asked for the members’ perspectives on the schedule changes. Comments included:

- The community should have access to a regular meeting schedule and it is more difficult to get public participation when the committee meets less often.
- The field trips provided were extremely valuable and staff seemed to value the input provided.
- With the opening of the new Orange Line, there may be more issues that need to be addressed.
- Monthly meetings should be held but might be shorter in length depending on the potential for agenda items.
- There were concerns about what might be included for future field activities.
- It was suggested that the CAT meetings might be held at other locations within the service district to encourage public participation.
- It may be more difficult for members to stay informed on the issues with fewer meetings.
- Members might also consider attending the TriMet Board meetings as field activities and explore traveling on additional routes to familiarize themselves with the system.
- Other field activities might include meeting with specific management staff to learn more about their role and plans for future.
- If there is a need for input on a specific issue, the CAT could form an ad hoc committee to address the topic and report back to the full committee.
- There’s a concern about being able to address issues that may arise and if TriMet is proposing the change because they believe that all of the accessibility issues have been addressed.
- CAT members receive written communication from the public regarding service issues and there’s a concern that it would be a longer period of time between meetings before the CAT would be informed of TriMet’s responses.
- There was a suggestion that the new ADA Compliance Administrator provide a regular report on the resolution of ADA issues agency-wide.
- It was also suggested that more information be provided on TriMet’s training programs.

Patricia commented that she had heard some changes had been made to the LIFT program’s suspension policy and these hadn’t been communicated to the CAT. She feels there continues to be ADA issues that need to be addressed.

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Jan asked if staff was able to support the monthly meeting schedule if the decision was to continue the former arrangement. Kathy said if that was the decision, staff would propose that the monthly meetings would begin again in January 2016. Kathy said that a full agenda has been identified for the November meeting but the December meeting would fall very close to the holiday period making it more difficult to schedule staff.

Kathy indicated that it has been a challenge to create a full agenda for monthly meetings but staff will continue to work towards that goal if that is the desire of the committee. She agreed that the committee has already addressed some of the larger issues including capital projects designs and fare policies. There will be future opportunities for work on the Bus Rapid Transit Project and the e-fare system.

Adam said that he would like a better understanding of how the committee should address written communication and public comment at the meetings. Kathy replied that TriMet has a good customer service process in place and encourages all customers to direct any concerns to Customer Service because that is the most efficient method to find resolution.

Jan agreed that specific customer issues should be directed to Customer Service. Some concerns about issues identified by the committee can also be handled by the CAT Executive Committee or directed to specific staff for follow-up.

**Eileen Collins-Mastel made a motion that the CAT continue with bimonthly meetings. The motion was seconded and passed with a vote of six Ayes (Baker, Chavarria, Mastel-Collins, Panitch, Robertson, Walker) and four Nays (Betts, Keever, Kepler, Kriss).**

**LIFT RESERVATIONS PROCESS – Susan Florentino, Manager, LIFT Service Delivery; Margo Moore, General Manager, Central Dispatch, First Transit**

Susan Florentino, Manager, LIFT Service Delivery, said that there had been some questions at a recent CAT meeting regarding the LIFT reservations process. She introduced Margo Moore, General Manager of LIFT Central Dispatch for First Transit, who would review the reservations process and then take questions from the committee.

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Highlights of the presentation included:

- There are 25-27 reservationists for LIFT. About 25 percent are full-time employees with an average tenure of seven years and the remaining 75 percent have part-time schedules.
- About 65 percent of the current staff has been with the program about six months. A new reservations manager will begin in October.
- Performance, communication skills and attendance are major considerations for all call centers.
- The training program for Reservations is for three weeks and includes:
  - information on the ADA, HIPAA requirements, communication skills, sensitivity training, and Trapeze software training,
  - a “ride-along” to see how the service is provided and to observe the interactions between the operators and customers, and
  - also includes observations in both the Scheduling, Dispatch and Customer Service departments.
- The First Transit University offers 500 courses on communication and each reservationist is required to take at least two courses per month.

Once a reservationist has completed the training, they begin training in the call center using a script and have a “buddy” who sits with them and monitors the calls on the phone system. This portion of the training takes three weeks.

Margo said that the reservationists have a difficult position that requires multi-tasking while interacting with the customer to ensure they are entering the correct information to book the trip. Initially the reservationists may seem a little robotic in their conversations but once they become more familiar with the process they're more at ease.

Every received call is recorded and management staff reviews 15 calls per reservationist each month. If there are any concerns, the reservationist is asked to listen to the call and staff provides information on the improvements needed.

Margo says that staff takes the role of the reservationist very seriously because they want to ensure that customers are transported in a timely and safe manner to their destinations.

Each reservationist averages about 100 calls a day and there are about 15 reservationists active in the call center on a daily basis. Call centers have standards they are required to meet for hold times, average talk times, etc. The

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primary focus is on ensuring the quality of the call and interaction with the customer and resolution on the first call.

**Discussion**

There was discussion about the importance of sensitivity training and how to interface with customers who may have disabilities that impact speech or other abilities.

Jan suggested that CAT members would like to be more involved in trainings and several CAT members expressed interest in participation.

Claudia asked about the total employment in Central Dispatch and staff turnover. Margo said that there are 57-60 employees including schedulers, dispatchers, and Customer Service staff. She said regular turnover is typical in the call center industry and staff is prepared to recruit, hire and train to meet the needs.

Arnold asked about subscription rides. Margo responded that a establishing a subscription ride is an option for a customer who takes a trip to the same place on the same day at the same time. Once a subscription trip is in place, the customer no longer has to call to schedule the trip. Susan added that subscription trips are an excellent option for customers who may take work trips or have regular treatments such as dialysis.

Trish commented that she has seen improvements in the reservations process and that she has a more positive experience when interacting with staff. Margo responded that First Transit has been working to make the reservations process simpler. There has also been effort to do further assessments during the hiring process to ensure that those hired are better qualified for the positions.

Leon Chavarria asked if it would be possible for reservations staff to have access to a larger list of the most traveled locations so that customers could book their trips even if they didn't have the exact address.

Margo said that it is necessary for customers to have the correct address to ensure that the ride is provided to the appropriate location. There is a list of common locations for public facilities such as schools, the airport, courthouses, and locations that provide public services.



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There was further discussion about the need for an address at the time the trip is booked especially for more common locations. Patricia commented that the City of Portland does not always assign street addresses for parks and some have them while others don't. She also asked about options for people who due to their disability they may not be able to provide the address of the destination. She's heard that the using the list of an individual customer's frequent addresses is no longer an option.

Margo suggested that Customer Service may be able to help to identify addresses for some locations without addresses and work with staff to enter them into the system. She said that customers should still be able to use the list of frequently traveled locations for specific addresses.

Leon asked if there is back-up system for reservationists who may need assistance in handling a call. Margo said that lead reservationists can assist as needed.

Patricia commented on her work subscription trip and said that the schedule varies and sometimes she arrives very early, particularly if the trip is provided by cab. Susan said that if the trip is moved from a bus to cab on the day of service, there may not be an opportunity to adjust the pickup time. If the change is made during the advance scheduling process, there is a process in place to notify the customer and arrange for a later pickup time.

**Public Comment**

Kathryn Woods commented on her LIFT subscription rides and said that she often has the same operator and the same group of other customers on the bus. She finds subscription rides helpful. She said that some dispatchers are helpful and others are not and it may be since they work more directly with operators than customers.

Alexandria Golden is a LIFT customer and said that many of her trips are provided by Broadway Cab and she feels that the service provided is a good as the operator. The service provided by cab differs from that provided on the bus and she asked about the training provided for cab operators.

Susan said that Broadway Cab operators are required to have passenger assistance and sensitivity training. Broadway Cab uses a training program that is certified by the Community Transportation Association of America and the training program has been reviewed by staff. Operators who do not meet the

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training standards are reported to Broadway. Complaints about operators are investigated and either Broadway and/or First Transit can retrain as needed.

Jan emphasized the importance of making reports to Customer Service for employee follow-up. She would like to work with staff to see if it would be possible to use a panel of people with disabilities to help educate operators on their needs and abilities.

**CAT'S OBSERVATIONS ON ORANGE LINE STATIONS**

The committee discussed the tours of the Orange Line stations taken over the summer months. Members thanked staff for the opportunity and the service provided by the LIFT operators.

The committee compiled a draft list of their observations which included the following:

**Tacoma**

1. The railings at the station do not go all the way to the end of the platform.
2. There are not enough disabled parking spots for the size of the parking area (only two disabled parking spots for about 300 parking spaces). The CAT would also like to know the state requirements for the number of required spots.
3. There are no signals on one end of the platform. This end is adjacent to the disabled parking spaces.
4. The ramps at this station are very long.

**Bybee**

1. Bus riders need more wayfinding signage.
2. The elevators are marked "North" and "South" but there needs to be better wayfinding information indicating which elevator to take to access which bus routes/stops.

**Moody**

1. There are many concerns about this intersection including the difficulties presented for people with blindness or low vision and do not have the ability to differentiate between the green and white travel lanes. There was a suggestion that TriMet work with mobility

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instructors for the Commission for the Blind to determine how to assist customers who are blind and/or low vision through the intersection.

2. The audible signal at this location is inferior and can't be heard even when there the crossing is not crowded.

**Lincoln**

1. The platform is narrow and not safe, particularly for customers with mobility devices. There was suggestion that there be some type of chain or railing installation on the sides.

**General**

1. At the intersections with more than one mode of travel (buses, bikes, etc.) it might be helpful to stagger the traffic signals for each lane.
2. Some of the angles and slopes at the stations present challenges.

It was agreed that the Executive Committee will review the final list before it is sent to Capital Projects staff. Staff will be asked to report back.

**CAT FY16 WORK PLAN AND HANDBOOK**

Kathy provided CAT members with some updates to the CAT Handbook including a new cover and table of contents, an updated CAT membership roster, and information on the TriMet Board of Directors membership.

The committee reviewed a draft of the FY16 CAT Work Plan. Kathy said that two items had been added including the Bus Rapid Transit Project and e-fare implementation. She said that the Work Plan can be revised at any time as other topics surface.

**Discussion**

Eileen Collins-Mastel said that she would like to have more information on emergency preparedness and how TriMet is responding to MAP 21 in their planning efforts in addressing accessible transportation.

Kathy suggested that the CAT have a presentation on the topic at a future meeting and then determine the CAT's role within the structure of the Work Plan.

**John Betts made a recommendation that the CAT adopt the FY16 Work Plan as presented. The motion was seconded and passed unanimously.**

### **CAT MEMBER COMMENTS**

Adam suggested that the CAT would benefit from a tour of the LIFT facility at Nela to become more familiar with the program. Staff agreed and will schedule a future field trip.

Patricia and Jan commented that it would also be interesting for the committee to travel on the Mt. Hood Express which provides transit service to the Mt. Hood area utilizing several transit systems.

Jan said that the next Executive Committee meeting would be held on Wednesday, September 23, at 2:30 p.m. at the Transit Mobility Center. Jan encouraged members to think about future field activities, to take other transit trips to become more familiar with other areas, and to encourage more participating by the public at the meetings.

### **ADJOURNMENT**

The meeting adjourned at 11:56 a.m.