



Minutes

Meeting:	TriMet Board of Directors Regular Board Meeting	Date:	October 28, 2015
		Time:	9:00 a.m.
Presiding:	T. Allen Bethel	Location:	City of Portland Building 1120 SW Fifth Avenue Auditorium Portland, Oregon 97204
Board Members Present:	Lori Irish Bauman T. Allen Bethel Shelley Martin Craig Prosser Travis Stovall	Board Members Absent:	Joe Esmonde Bruce Warner

TriMet Board Business meetings and public forum are available via web video stream. You can access the archived meetings and materials at trimet.org/meetings/board.

Vice President Bethel called the business meeting to order at 9:27 a.m.

1. The following Board Committee Reports were provided:

- A. **Committee on Accessible Transportation (CAT)** – Director Bethel reported that the CAT met on September 16, 2015 and the highlights were:
- The CAT passed a motion to continue to meet every other month. Non-meeting months will be used for field activities and/or ad hoc committee meetings as required.
 - The CAT approved its FY16 Work Plan. Items added for review include the Bus Rapid Transit Project, eFare implementation, and emergency preparedness.
 - Lt. Rachel Andrew provided an update on Transit Police activity and reported on the opening of the Orange Line activities.
 - Susan Florentino, Manager, LIFT Service Delivery, and Margo Moore, First Transit, reviewed the LIFT reservations process and responded to the committee's questions.

The Committee will not meet in October, but will meet again in November.

- B. **Accountability Committee** – Director Bethel reported that the Committee met on September 18, 2015 for their quarterly meeting and reviewed:
- Ethics Hotline briefing
 - Updated Metrics for the Accountability Center, including most-viewed content
 - Latest updates and changes to TriMet.org.

- C. **Metro Policy Advisory Committee (MPAC)** – Director Prosser reported that at the October 14 meeting, staff shared the proposed three year work plan for updating the Regional Transportation Plan (RTP) that is required to qualify for Federal funds that will ultimately lead to a recommended RTP that will go to the Metro Council for approval in 2018. Tonight MPAC will be meeting and voting on a recommended work plan for Metro Council’s consideration and approval. The RTP includes needed transit improvements that will affect all three counties and is an important part of the plan that will be watched closely.
- D. **Finance and Audit Committee** – Director Prosser reported that the Committee met this morning and discussed the Strategic Financial Plan (approved in July 2014) and the need to look at a couple of guidelines more closely as the budget process progresses and tweak if needed. The committee also received an update on the development and timeline for the FY17 budget and forecast. The Committee will bring recommended budget policies and priorities to the Board at the December 9th meeting for comment and direction to staff as they begin the budget process in January 2016.

2. General Manager Report

- A. **GM Comments** – Neil McFarlane, General Manager, reported on:
- September ridership results
 - eFare update (summary provided to the Board and public)
- B. **Ethics Hotline Update** – Darlene Gastineau and Chris Conner presented a PowerPoint outlining:
- 2013 Secretary of State audit recommendations
 - Who is involved
 - Timeline
 - Overview of cases
 - What happens when you make a report?
 - EthicsPoint Hotline Utilization
 - Goals for 2016
- C. **Quarterly Finance Report** – Dee Brookshire reported on the financial results for the first quarter of fiscal year 2016.
- D. **Thank you to Director Bethel** – Neil McFarlane presented Director Bethel with a certificate in appreciation for his dedication to transportation for persons with disabilities and senior citizens by serving as a member of TriMet’s Committee on Accessible Transportation (CAT) from October 2011 through October 2015.

Claudia Robertson and Arnold Panitch, CAT Executive Committee members, thanked Director Bethel and expressed appreciation for his service and attendance on the CAT.

Director Bethel shared that it was a pleasure serving with the members of the CAT, and that although he will be transitioning to another assignment, the concerns of people with disabilities will remain important as we continue to strive for great service for all. Director Bethel thanked his colleagues for the privilege to serve as the Board liaison to the CAT.

3. Consent Agenda

Action: Travis Stovall moved to approve the consent agenda items listed below; Craig Prosser seconded the motion. The motion was unanimously approved.

Approval of Board Meeting Minutes for September 16, 2015

Resolution 15-10-63 Electing TriMet Board Officers and Confirming Committee Appointments

Resolution 15-10-64 Authorizing Submission of Ten (10) Grant Applications to the Federal Transit Administration (FTA) for FY2016 Federal Formula and Discretionary Funds and One (1) Grant Application for FY2015 Federal Formula Funds

Resolution 15-10-65 Authorizing a Contract with Northwest Occupational Health Associates for Occupational Medical Services

4. Resolutions

Neil McFarlane introduced the following resolutions:

Resolution 15-10-66 Recognizing the Opening of the Portland Milwaukie Light Rail Project and Commending TriMet Staff for Their Outstanding Contributions and Achievements on the Project

Director Stovall stated that he fully supports this resolution and thanked the entire TriMet team, contractors and sub-contractors and shared appreciation for the consistent leadership on this incredible project.

Action: Shelley Martin moved approval of Resolution 15-10-66; Travis Stovall seconded the motion. The motion was unanimously approved.

Resolution 15-10-67 Authorizing a Contract with Scheidt & Bachmann USA, Inc. for eFare Project Retrofit of Ticket Vending Machines

Director Prosser stated that during public forum this morning, there was testimony expressing concern about retail deserts, and asked if there are areas in town where there is limited access to retailers, and if so, how will this be addressed?

Chris Tucker responded that the current retail network is planned at 500 stores, and because it is a gift card model, we can consider expanding the network to small neighborhood stores, including Plaid Pantry's. If there is a neighborhood where there is not a store within two miles, there is no opportunity to add a retail store in those areas. What we can do is look to see where those needs are and look for opportunities to serve those needs.

Director Prosser stated that he is concerned about not being able to add value to cards through our ticket vending machines conveniently located on platforms at the point of service and would like to monitor performance and trends as we move forward. Director Prosser stated that he understands why we are heading in this direction and does support this resolution.

Chris Tucker explained that from very early on we wanted to shift focus from hardware to software to lower operating costs. If we were to offer all options at the TVM's on the platform and increase collections, it would significantly impact our operating costs. The goal is to reduce operating costs at TVMs, and motivate users to purchase and reload cards by either the web, smart phones or through retailers.

Director Stovall asked how we are collecting public comments and how often TEAC receives updates on this topic.

Chris Tucker stated that to date the outreach has consisted of rider surveys and focus groups. The Title VI Analysis will include community based organization feedback. We have also met with social service agencies, Elders in Action, and the CAT. TEAC has received periodic updates and provided feedback and we will continue those discussions as we move forward.

Neil McFarlane added that at the last TEAC meeting there was a thorough update and discussion.

Director Stovall stated that he would encourage eFare discussion to be an ongoing standing TEAC agenda item to ensure we are getting the input we need when making decisions. It would also be valuable to include in future resolutions how the decision the Board is making affects not only cost, but how it would impact policies to assist us in understanding what we are locking ourselves into.

Director Stovall added that there is always a cost benefit that needs to be weighed, but as we begin to focus on the customer experience we can consider opportunities to come up with solutions. It would be helpful to look at a map to identify where the gaps are in the outlets and creatively address the needs of the transit dependent that are unable to get to an outlet, whether it is providing a smart phone, mailing a smart card or assisting in transportation to the outlet. Transportation is the largest impediment to climb the ladder from poverty to prosperity, and while these are not necessarily the solutions, it begins the discussion on what we can do to solve the problem.

Chris Tucker stated that we want to capture the largest group possible with this new technology and we anticipate a 75-80% adoption rate. It will take creative ideas like those that Director Stovall mentioned to ensure everyone has the ability to gain access to this technology and bridge the gap.

Neil McFarlane stated that it is important that we have the ability to learn from each step of the implementation and adjust accordingly to achieve the objectives that Director Stovall laid out and minimize risk to the agency.

Director Bauman asked if the 500 retail outlets were aspirational or identified. Chris Tucker responded they have been identified.

Director Bauman asked what the role of the retailers will be in educating transit users about availability.

Chris Tucker responded that the main role of the retailers is transaction based and it will be TriMet's responsibility to market and educate the public on usage and where to purchase the cards.

Action: Travis Stovall moved approval of Resolution 15-10-67; Shelley Martin seconded the motion. The motion was unanimously approved.

5. Other Business & Adjournment

There was no further business to come before the Board

Vice President Bethel adjourned the meeting at 10:40 a.m.

Respectfully submitted,



Kelly Runnion, Recording Secretary