

**AGENDA NOTES FOR COUNCIL MEETING DECEMBER 8, 1994**

**Announcements: Announce that Agenda Item No. 7.3 has been removed from the agenda.**

**1. INTRODUCTIONS**

**Remember there is a special presentation of certificates of appreciation per Lisa Creel and Councilor Hansen. (I am not sure at which point they will do this; you need to ask Lisa and/or Sandi)**

**2. CITIZEN COMMUNICATIONS TO THE COUNCIL ON NON-AGENDA ITEMS**

**3. EXECUTIVE OFFICER COMMUNICATIONS**

**4. OTHER BUSINESS**

**4.1 Consideration and Review of Resolution No. 94-48**

- A. Have Councilor Gates explain the issues.**
- B. Open a public hearing.**
- C. Ask MERC representatives to speak.**
- D. Council discussion and action.**

**5. ORDINANCES, FIRST READINGS**

**5.1 Ordinance No. 94-581, For the Purpose of Amending Metro Code Chapter 5.09, Relating to Illegal Dumping of Solid Waste, to Make Procedural Improvements and Corrections, and Declaring an Emergency**

- A. Have the Clerk read the ordinance for a first time by title only.**
- B. Announce that Ordinance No. 94-581 has been referred to the Finance Committee for consideration.**

**6. ORDINANCES, SECOND READINGS**

**REFERRED FROM THE GOVERNMENTAL AFFAIRS COMMITTEE**

**6.1 Ordinance No. 94-577, Relating to the Portland Metropolitan Area Local Government Boundary Commission Amending Metro Code Section 2.01.190, and Declaring an Emergency**

- A. Have the Clerk read the ordinance for a second time by title only.**
- B. Announce that Ordinance No. 94-577 was first read on November 10, 1994 and referred to the Governmental Affairs Committee for consideration. The Governmental Affairs Committee considered the ordinance on November 29 and recommended it to the full Council for adoption.**
- C. Have Councilor Gates move for adoption of Ordinance No. 94-577.**

- D. Have Councilor Gates give the Governmental Committee's report and recommendations.
- E. Open the public hearing.
- F. Close the public hearing.
- G. Councilor discussion and questions.
- H. Roll call vote on the motion to adopt.

**6.2 Ordinance No. 94-580A, For the Purpose of Adding New Title 10 to the Metro Code, Creating an Administration Code, and Declaring an Emergency**

- A. Have the Clerk read the ordinance for a second time by title only.
- B. Announce that Ordinance No. 94-580 was first read on October 13, 1994 and referred to the Governmental Affairs Committee for consideration. The Governmental Affairs Committee considered the ordinance on November 29 and recommended Ordinance No. 94-580A to the full Council for adoption.
- C. Have Councilor Gates move for adoption of Ordinance No. 94-580A.
- D. Have Councilor Gates give the Governmental Committee's report and recommendations.
- E. Open the public hearing.
- F. Close the public hearing.
- G. Councilor discussion and questions.
- H. Roll call vote on the motion to adopt.

**7. RESOLUTIONS**

**7.1 Resolution No. 94-1977, For the Purpose of Authorizing Issuance of a Request for Bids for the Construction of an Improved Cover System, Gas Collection System, and Stormwater Collection on a Portion of the St. Johns Landfill**

- A. Announce that the Solid Waste Committee scheduled for December 6, 1994 was canceled due to inclement weather.
- B. Ask for a motion to suspend the rules requiring that legislation be referred by committee so that the Council as a whole can consider Resolution No. 94-1977.
- C. Vote on the motion to suspend the rules.
- D. Ask Councilor X to move for adoption of Resolution No. 94-1977. NOTE: Solid Waste Department staff is present to explain the resolution if necessary.
- E. Have Councilor X brief the Council on the resolution.
- F. Vote on the motion to adopt.

Monday, Dec. 5 1994

Dear Metro,

Our names are Amanda Szeto, Jennifer French, and Courtney Burkholder. We are seventh graders at Damascus Middle School. We are writing because we have some concerns about the highway that may be built. While its solving problems, it is also causing many more.

This highway will be built less than 100 feet from our school. That is very dangerous. Also, the pollution and noise level is not good. It would be different if we could benefit from it, but we don't. There are no ramps that we can get on to to take us any where. If this highway is built, it will cause houses to be knocked down.

We are worried about future Damascus students. The playground won't be safe and, again, there will be too much noise. The people that live near won't be able to walk any more.

Thanks for hearing us out.

From:

Jennifer French  
Amanda Szeto  
Courtney Burkholder

December 6, 1994

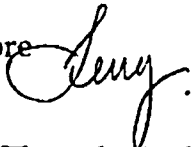
Councilors:

I had included the following amendment in our discussion last Thursday night, but have just found out that the staff did not finally include in the Garden Home area request as part of the transit corridor study package.

So, I'll ask us on this Thursday to include the section of SW Oleson Road south of Garden Home Road as a potential transit corridor, for study during the next 6 months. The reason for this is that both the neighborhood and Washington County staff are suggesting that the transit corridor shown on the recommended alternative along SW Garden Home Road is not desirable or likely to happen. We need to complete a corridor route south to Washington Square and perhaps the southern half of Oleson Road will be the better route. I'd like it studied, to find out.

Thank-you for your patience.

Terry Moore



(from last Thursday's discussion:)

**3) Add for Study the following potential Transit Corridors:**

Cedar Mill area -- Cornell Road, West Union Road, Thompson Road, Leahy Road, 143rd Avenue, 112th Avenue, Saltzman Road, 119th Avenue, McDaniel Road.

Garden Home area -- Oleson Road between Garden Home Road and Hall Blvd.

tshm/12-06-94

BEFORE THE METRO COUNCIL

FOR THE PURPOSE OF ADOPTING A ) RESOLUTION NO. 94-2040-B-C  
2040 GROWTH MANAGEMENT STRATEGY )  
) Introduced by Metro Council  
) Planning Committee, Chairman  
) Jon Kvistad

WHEREAS, Metro adopted land use regional goals and objectives called Regional Urban Growth Goals and Objectives (RUGGO) in September 1991 which are required by state law; and

WHEREAS, During the development of RUGGO, there was widespread interest in a long-range, 50-year view of how to accommodate regional growth which led to Metro's Region 2040 planning program; and

WHEREAS, State law requires several significant 20-year regional land use decisions in 1995 that will be affected by identifying the region's long-term planning direction; and

WHEREAS, On April 28, 1994, the Metro Council adopted Resolution No. 94-1930B describing its intent concerning the process and products of the Region 2040 planning program; and

WHEREAS, The Region 2040 planning process included analysis of the Base Case and Concepts A, B, and C by Metro staff together with local government staff and public representatives; and

WHEREAS, The Metro Council has received the considered advice of its Metro Policy Advisory Committee, and Joint Policy Advisory Committee on Transportation, and the Future Vision Commission, and all the concepts have been the subject of extensive public review; and

WHEREAS, This Resolution accepts the work products of the Region 2040 process for Metro's continued planning, establishes the 2040 Growth Concept scheduled to be added to RUGGO by July 1995 and states the process for refinement and implementation of the 2040 Growth Concept; now, therefore,

BE IT RESOLVED,

1. That the ~~amendments to RUGGO text~~ description of the Growth Concept, proposed as an addition to RUGGO text, and the 2040 Growth Concept Map attached and incorporated herein as Exhibit "A" are hereby established as the 2040 Growth Concept

proposal which shall be scheduled for adoption and implementation at the first regular Metro Council meeting in July 1995. Any proposed refinements developed by the process herein shall be considered concurrent with the adoption and implementation of this 2040 Growth Concept proposal in July 1995.

2. That a refinement process of additional technical analysis and public review shall be carried out between December 1994 and June 1995 to determine the required policies necessary to assure that the Growth Concept proposal will be achievable. This refinement shall be guided by the following policy considerations:

a. A focus on centers and corridors to seek greater land use efficiencies in development and redevelopment.

b. Relatively few additions to the urban land supply such as the 14,500 acres or fewer estimated to be needed under the example 2040 Concept Analysis.

c. Development of a true multimodal transportation system which serves land use patterns, densities and community designs that allow for and enhance transit, bike, pedestrian travel and freight movement.

d. An improved transportation modal share for transit, bike and pedestrian travel.

e. Creation of a jobs-housing balance at the regional, central city, centers and community levels.

f. Preservation of both local and regional green spaces within and near the Metro boundary.

g. Enhanced redevelopment and reinvestment opportunities in areas of substandard incomes and housing.

3. That the refinement process of additional technical analysis and public review to be carried out between December 1994 and June 1995 will also provide the opportunity for the following:

a. Further local government analysis and discussion of the 2040 Growth Concept with its constituents as requested by Metro's local government partners.

b. Analysis of the study areas identified in the public process leading to this 2040 Growth Concept ~~as outlined in the Work Plan attached as Exhibit "D."~~

c. Consideration of Concept Map revisions based on the policy considerations, local comment and analysis, ~~and analysis of the study areas in the Work Plan.~~

- d. Development of the 2015 population and employment forecasts.
- e. Development and identification of site specific urban reserve areas for designation by July 1995.
- f. Receipt of the Future Vision Commission recommendation and adoption of a 50-year Future Vision by July 1, 1995, as required by the 1992 Metro Charter.
- g. Development of an interim Regional Transportation Plan Update.
- h. Consideration of amendments to RUGGO Goal II, Urban Form, consistent with the refined 2040 Growth Concept.
- i. Formulation and adoption of a Work Plan for the Regional Framework Plan required by the 1992 Metro Charter.
- j. Periodic review of the Urban Growth Boundary.
- k. Development of an improved modal share forecast for achievable levels of transit, bike, and pedestrian travel.
- l. Continued examination and analysis of industrial lands and access to them.
- m. Further analysis of achievable infill and development.

4. That the proposals to the Metro Council for amendments to ~~different sections of existing RUGGO Goal II approved by MPAC and the Metro Council are attached as Exhibit "B."~~ Further amendments to Goal II ~~and to the RUGGO Growth Concept attached as Exhibit "E"~~ that go beyond the scope of MPAC's review of the Recommended Alternative Concept ~~are attached as Exhibit "E,"~~ are hereby referred to MPAC as proposed refinements, ~~including proposed changes to the 2040 Growth Concept and 2040 Concept Map.~~

5. That all ~~additional~~ proposed refinements to the 2040 Growth Concept and Concept Map, adopted on December 8, 1994, such as, urban reserve designations, concept definitions, density targets, and jobs-housing balance policies will be referred to MPAC for review and recommendation prior to adoption by the Metro Council.

6. That MPAC should consider the established 2040 Concept and the referred amendments received by the Metro Council along with other refinements and make a recommendation back to Council by April 15, 1995.

7. That implementation of the 2040 Growth Concept shall include:

- a. Adoption of 2040 Growth Concept RUGGO text and 2040 Concept Map with designated urban reserve areas in July 1995.
- b. Adoption amendments to RUGGO Goal II, Urban Form consistent with the refined 2040 Growth Concept in July 1995.
- c. Adopt the regional transportation plan by December 1995.
- d. Define and adopt rural reserves protection inside Metro jurisdictional boundaries as part of the Regional Framework Plan by June 1996.
- e. Adopt intergovernmental agreements with cooperative neighbor cities, counties and state agencies to protect "green" transportation corridors and rural reserves outside Metro jurisdictional boundaries by June 1996.
- f. Adoption of transportation, green spaces, water quantity and quality, urban design, urban growth boundary and urban reserve components of the regional framework plan by December 1996.

8. That the urban reserve study areas indicated on the 2040 Growth Concept Map shall be the lands analyzed for designation as urban reserve areas by the first Metro Council meeting in July 1995.

9. That the 2040 Growth Concept, including urban reserve study areas, shall be submitted to the Land Conservation and Development Commission for technical review and coordination of adopted RUGGO 15.3 on Urban Reserves and LCDC's Urban Reserve Rule prior to designation of urban reserves.

10. That the Region 2040 Recommended Alternative Analysis, the Technical Analysis, the Appendix, and the Analysis Map attached as Exhibit "BC" isare hereby accepted as an example of one possible implementation of the 2040 Growth Concept.

~~11. That the Preliminary 2040 forecasts of 50 year population and employment of Tables 5, 6 and 7 in the Region 2040 Recommended Technical Appendix attached as Exhibit "B" shall be the technical context for development of the Regional Framework Plan.~~

~~12. That the narrative description of the 2040 Growth Concept and the 2040 Analysis Map attached as Exhibit "C" is hereby accepted as a demonstration of one possible way to achieve the 2040 Growth Concept.~~

~~13. That the 1995 Work Plan for completion of urban reserve designation, future vision, RUGGO Growth Concept and Concept Map, Regional Transportation Plan and Regional Framework Plan Work Plan components directed by the Metro Council for staff~~



submission by January 15, 1995, are attached as Exhibit "D." is hereby adopted as the basis for 1994-95 budget deliberations.

ADOPTED by the Metro Council this \_\_\_\_ day of \_\_\_\_\_, 1994.

\_\_\_\_\_  
Judy Wyers, Presiding Officer

gl  
1903b

**1995 ADA (Americans with Disabilities Act)**  
**Paratransit Plan Update**  
**of the**  
**Tri-County Metropolitan Transportation District of Oregon**  
**(Tri-Met)**

*Final*  
**DRAFT**  
*12-7-94*

**January 26, 1995**

## PARATRANSIT PLAN UPDATE FOR 1995

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**1995 PARATRANSIT PLAN UPDATE**

**SECTION I**

**IDENTIFICATION OF SUBMITTING ENTITIES**

**AND**

**MPO CERTIFICATION**

## IDENTIFICATION OF SUBMITTING ENTITIES

Tri-Met  
4012 SE 17th Ave.  
Portland, Oregon 97202  
(503) 238-4915

Authorized Person: Tom Walsh, General Manager  
(503) 238-4915

Contact Person: Park Woodworth, Director  
Accessible Program Development  
(503) 238-4879, TTY (503) 238-5811

Metropolitan Service District (Metro)  
600 NE Grand Ave.  
Portland, OR 97232-1797  
(503) 797-1700

Authorized Person: , Presiding Officer  
(503) 797-1700

Contact Person: Rich Ledbetter, Senior Transportation Planner  
(503) 797-1761



**1995 PARATRANSIT PLAN UPDATE**

**SECTION II**

**TIMETABLES, PROGRESS REPORT ON MILESTONES**

**AND**

**SIX SERVICE CRITERIA**



SYSTEM NAME: Tri-Met.

CITY: Portland

STATE: Oregon

# 1994-1996 ADA PARATRANSIT PLAN TIMETABLE AND PROGRESS REPORT \* (Table 1)

1994      1994  
 UPDATE MILE-  
 TARGET STONE  
 DATE      MET ?  
 (MM/YY) (Y/N)

1994 MILESTONE PROGRESS REPORT - as of Jan. 1995  
 ( Y/N - period January 26, 1994 - January 25, 1995)

1995  
 NEW  
 DATE ?  
 (MM/YY)

09/94

Full Compliance with ADA including

- |   |   |      |
|---|---|------|
| N | a. Request accepted during normal business hour on "next day" basis                     | 4/95 |
| N | b. Trips scheduled within one hour of requested pickup time                             | 4/95 |
| N | c. No substantial numbers of significantly untimely pickups for initial or return trips | 6/95 |
| Y | d. No substantial number of trip denials or missed trips                                | NA   |
| N | e. No substantial number of trips with excessive trip lengths                           | 6/95 |

Note: Using Form 2, provide detailed written explanation on milestone slippage greater than one full year (12 months).

\* List all 1994-1996 ADA Paratransit Milestones; Then Indicate Progress (Y/N) On Milestones Targeted To Be Achieved Prior To 1/26/95; Include Additional Accomplishments.

**FORM 2**

SYSTEM NAME: Tri-Met

JAN. 95

**EXCEPTION REPORT: MILESTONE SLIPPAGE EXPLANATION\***

<u>MILESTONE or FULL COMPLIANCE DELAYS:</u>	<u>Target Date</u> <u>'94 Update</u>	<u>New Target Date</u> <u>'95 Update</u>
1. Requests accepted on next day basis	9/94	4/95
2. Trips scheduled within one hour of requested pickup time	9/94	4/95
3. No substantial number of significantly untimely pickups	9/94	6/95
4. No substantial number of trips with excessive trip lengths	9/94	6/95

Explanation for 1 through 4

In the Tri-Met planning process, compliance with the four items above is contingent on the operation of a new paratransit scheduling program. Tri-Met has purchased and installed a new program but it is not yet operational. The schedule now is for the program to become operational in 1994. When the inevitable first months' bugs are worked out, the paratransit program will start accepting next day rides, and schedule and monitor to ensure timely pickups and reasonable length trips.

**\*Note:** A narrative explanation, using Form 2, must accompany Table 1, when there is significant milestone slippage. During the 1994-1996 period, "significant milestone slippage" exists (1) when the target date for Plan full compliance is delayed or (2) when individual milestones slip by a year (a full 12 months). This Form 2 provides a brief example of such a slippage explanation. If there are no milestone or full compliance delays, no explanation is required, and Form 2 can be omitted. [Attach as many additional sheets to this form as needed; you may put this form on your own wordprocessor.]

SYSTEM NAME: Tri-Met

CITY: Portland

STATE: OR

## REVISED 1995 - 1996 ADA PARATRANSIT PLAN TIMETABLE (Table 2)

1995 - 1996

TARGET DATE

(MM/YY)

### ANY REMAINING MILESTONES -- JANUARY 1995 UPDATE

---

4/95	Requests accepted during normal business hours on "next day" basis
4/95	Trips scheduled within one hour of requested pickup time
6/95	No substantial number of significantly untimely pickups
6/95	No substantial number of trips with excessive trip length

SYSTEM NAME: Tri-Met

CITY: Portland

STATE: Oregon

## ELIGIBILITY, SIX SERVICE CRITERIA, AND FULL COMPLIANCE DATE (Table 3, Page 1)

COMPLIANCE ITEM	IN FULL COMPLIANCE NOW (Y/N)	IF NO, EXPECTED DATE OF FULL COMPLIANCE (MM/YY)
<b>ELIGIBILITY PROCESS</b>		
1. Requests for certification being accepted and all aspects of policy (appeals, documentation, etc.) established	Y	_____
2. Compliance with companion and personal care attendant requirements	Y	_____
3. Compliance with visitor requirements	Y	_____
<b>SIX SERVICE CRITERIA</b>		
<b>SERVICE AREA</b>		
4. Service to all origins and destinations within the defined area	Y	_____
5. Coordination with contiguous/overlapping service areas, if applicable	Y	_____
<b>RESPONSE TIME</b>		
6. Requests accepted during normal business hours on "next day" basis	N	4/95
7. Requests accepted on all days prior to days of service (e.g., weekends/holidays)	Y	_____
8. Requests accepted at least 14 days in advance	Y	_____
9. Trips scheduled within one hour of requested pickup time	N	4/95
<b>FARES</b>		
10. No more than twice the base fixed route fare for eligible individuals	Y	_____
11. Compliance with companion fare requirement	Y	_____

SYSTEM NAME: Tri-Met

(Table 3, Page 2)

CITY: Portland STATE: Oregon

COMPLIANCE ITEM	IN FULL COMPLIANCE NOW (Y/N)	IF NO, EXPECTED DATE OF FULL COMPLIANCE (MM/YY)
12. Compliance with personal care attendant fare requirement	Y	
<b>DAYS AND HOURS OF SERVICE</b>		
13. Paratransit provided during all days and hours when fixed route service is in operation	Y	
<b>TRIP PURPOSES</b>		
14. No restriction on types of trip purposes	Y	
15. No prioritization by trip purpose in scheduling	Y	
<b>CAPACITY CONSTRAINTS</b>		
16. No restrictions on the number of trips an individual will be provided	Y	
17. No waiting lists for access to the service	Y	
18. No substantial numbers of significantly untimely pickups for initial or return trips	N	6/95
19. No substantial numbers of trip denials or missed trips	Y	
20. No substantial numbers of trips with excessive trip lengths	N	6/95
21. When capacity is unavailable, subscription trips are less than 50 percent	Y	
<b>DATE TARGETED FOR "FULL COMPLIANCE" WITH ALL "ADA PARATRANSIT" REQUIREMENTS</b>		
In 1994 Update Submission		9/94
In 1995 Update Submission		6/95

**1995 PARATRANSIT PLAN UPDATE**

**SECTION III**

**DEMAND AND SERVICE ESTIMATES**

SYSTEM NAME: Tri-Met

CITY: Portland

STATE: Oregon

### ADA PARATRANSIT DEMAND AND SERVICE ESTIMATES (Table 4, Page 1)

	Actual 1992	Actual 1993	Actual 1994	Est. 1995	Proj. 1996	Proj. 1997
<b>DEMAND</b> (No. Trips/Year) (Thousands of One-Way Trips)						
1. ADA Paratransit Trips Provided/Year (000)	375	484	575	594	609	633
2. Total Paratransit Trips Provided/Year (000) (Total ADA and non-ADA)	558	647	747	806	829	849
3. Total Paratransit Revenue Hours/Year (000) (Total ADA and non-ADA) [Sec. 15 definition]	216	274	299	329	345	363

In 1991, total paratransit trips (line 2) were: 513

#### ADA PARATRANSIT SERVICE: Purchased Transportation.

- For 1994, estimate the number of trips on line 1 that were provided by contracted taxi service: 22,500
- For 1994, estimate the number of trips on line 1 that our system purchased (contracted out) rather than provide in-house: 626,000  
(include contracted taxi service from line 4 and other service owned or operated by the contractors)

SYSTEM NAME: Tri-Met

CITY: Portland

STATE: Oregon

### ADA PARATRANSIT SERVICE (Table 4, Page 2)

	Actual 1994	Proj. 1997
6. SSA Clients. In 1994, estimate the number of trips on line 1, that you provided to clients of local social service agencies (SSA), who prior to the ADA, provided SSA paratransit service for their clients. Provide an estimate for 1997. (Optional)		
7. Trip Denials. In 1994, estimate the number of requested ADA paratransit trips that were "denied" because of capacity limitations. (Please do not include trips missed because of traffic or vehicle breakdowns, trips negotiated outside the 1 hour window, "no-shows," etc.) How many by 1997? (Required)	743	716

8. Destinations. Clearly, it is discrimination under the ADA to prioritize trip requests based on trip purpose. However, for 1994, please estimate the percent of trips on line 1 that were for the following purposes: (Optional)

Work Trips	<u>42</u> %	Food/Shopping	<u>21</u> %
Dialysis	<u>9</u> %	Medical Trips (Other Than Dialysis)	<u>14</u> %
Educational	<u>2</u> %	Other Trips	<u>12</u> %

Note: Percentages above should total 100%.



**1995 PARATRANSIT PLAN UPDATE**

**SECTION IV**

**BUDGET, COST AND VEHICLE ESTIMATES**

SYSTEM NAME: Tri-Met

CITY: Portland

STATE: Oregon

**ADA PARATRANSIT CAPITAL & OPERATING BUDGET SUMMARY (Table 5)**

(projections in thousands of 1994 dollars)

6 Year

	Actual 1992	Actual 1993	Actual 1994	Est. 1995	Proj. 1996	Proj. 1997	Total 92-97
<b>ADA PARATRANSIT EXPENSES *</b>							
1. Capital Expenses	<u>1482</u>	<u>1265</u>	<u>1458</u>	<u>2941</u>	<u>1765</u>	<u>685</u>	<u>9596</u>
2. Operating Expenses	<u>4522</u>	<u>5182</u>	<u>7190</u>	<u>8345</u>	<u>8469</u>	<u>8579</u>	<u>42,287</u>
3. Subtotal ADA Paratransit Expenses (sum of lines 1 + 2)	<u>6004</u>	<u>6447</u>	<u>8648</u>	<u>11,286</u>	<u>10,234</u>	<u>9264</u>	<u>51,883</u>
<b>TOTAL PARATRANSIT EXPENSES (ADA &amp; Non-ADA combined)</b>							
4. Capital Expenses	<u>1625</u>	<u>1760</u>	<u>1712</u>	<u>3680</u>	<u>2055</u>	<u>855</u>	<u>11,687</u>
5. Operating Expenses	<u>5958</u>	<u>6937</u>	<u>9697</u>	<u>12079</u>	<u>12293</u>	<u>12451</u>	<u>59,415</u>
6. TOTAL PARATRANSIT EXPENSES (sum of lines 4 and 5)	<u>7583</u>	<u>8697</u>	<u>11409</u>	<u>15759</u>	<u>14348</u>	<u>13306</u>	<u>71,102</u>

IN 1991, TOTAL PARATRANSIT COSTS (Line 6) FOR OUR TRANSIT SYSTEM WERE \$ 5,972

\* Using a ratio to break out ADA from total paratransit expenses is acceptable. Do not include any ADA fixed-route costs.

\*\* If non-ADA paratransit service is provided, add ADA to non-ADA costs to obtain Total Paratransit Expenses.

SYSTEM NAME: Tri-Met

CITY: Portland

STATE: Oregon

**TOTAL TRANSIT SYSTEM COST ESTIMATES (Table 6)**  
 (projections in thousands of 1994 dollars)

	Actual 1992	Actual 1993	Actual 1994	Est. 1995	Proj. 1996	Proj. 1997	6 Year Total 92-97
<b>TOTAL TRANSIT SYSTEM COSTS *</b>							
1. Capital Expenses	<u>18,414</u>	<u>23,499</u>	<u>29,460</u>	<u>48,613</u>	<u>56,549</u>	<u>25,032</u>	<u>201,567</u>
2. Operating Expenses	<u>105,087</u>	<u>115,501</u>	<u>125,558</u>	<u>141,189</u>	<u>142,091</u>	<u>145,688</u>	<u>775,114</u>
3. TOTAL SYSTEM COSTS (lines 1 + 2)	<u><u>123,501</u></u>	<u><u>139,000</u></u>	<u><u>155,018</u></u>	<u><u>189,802</u></u>	<u><u>198,640</u></u>	<u><u>170,720</u></u>	<u><u>976,681</u></u>
4. ADA PARATRANSIT EXPENSES (line 3, Table 5)	<u>6,004</u>	<u>6,447</u>	<u>8,648</u>	<u>11,286</u>	<u>10,234</u>	<u>9,264</u>	<u>51,883</u>
5. ADA PARATRANSIT AS PERCENT OF TOTAL COSTS (line 4 divided by line 3)	<u>4.9%</u>	<u>4.6%</u>	<u>5.6%</u>	<u>5.9%</u>	<u>5.2%</u>	<u>5.4%</u>	<u>5.3%</u>

IN 1991, TOTAL SYSTEM COSTS (line 3) FOR OUR TRANSIT SYSTEM WERE \$ 122,168

\* Total transit system costs encompass all system costs, not just ADA-related costs. These transit system costs must include:  
 (1) all fixed-route costs (bus, rail, etc.), plus (2) all paratransit expenses (ADA and non-ADA).

SYSTEM NAME: Tri-Met

CITY: Portland

STATE: Oregon

**ADA ACCESSIBILITY: FIXED-ROUTE BUSES (Table 7)**

BUSES IN ACTIVE FLEET	Actual	Actual	Actual	Actual	Actual	Est.	Proj.	Proj.
	1990	1991	1992	1993	1994	1995	1996	1997
1. Total Number of Buses	<u>523</u>	<u>526</u>	<u>579</u>	<u>580</u>	<u>592</u>	<u>592</u>	<u>621</u>	<u>608</u>
2. Buses Without Lifts/Ramps	<u>204</u>	<u>166</u>	<u>140</u>	<u>96</u>	<u>108</u>	<u>108</u>	<u>51</u>	<u>7</u>
3. Buses With Pre-ADA Lifts/Ramps	<u>319</u>	<u>319</u>	<u>321</u>	<u>321</u>	<u>321</u>	<u>321</u>	<u>321</u>	<u>246</u>
4. Buses With ADA Lifts/Ramps (meets Part 38 lift specifications)	<u>0</u>	<u>41</u>	<u>118</u>	<u>163</u>	<u>163</u>	<u>163</u>	<u>249</u>	<u>355</u>
(Note: The sum of lines 2, 3, and 4 should equal line 1.)								
5. Percent With Lifts/Ramps (sum of lines 3 and 4, divided by line 1)	<u>61</u> %	<u>68</u> %	<u>76</u> %	<u>84</u> %	<u>82</u> %	<u>82</u> %	<u>92</u> %	<u>99</u> %

For 1994, provide an approximate estimate of the number of boardings where lifts/ramps were deployed on the fixed-route system: 93,532

For an average day, can you estimate the total number of persons with any disabilities that use your fixed-route service? (Do not include customers who normally use ADA paratransit service.) (Optional): \_\_\_\_\_

SYSTEM NAME: Tri-Met

CITY: Portland

STATE: Oregon

**TOTAL "PARATRANSIT" VEHICLES USED BY YOUR SYSTEM \* (Table 8)**

	Actual 1991	Actual 1992	Actual 1993	Actual 1994	Est. 1995	Proj. 1996	Proj. 1997
<b>TOTAL NUMBER IN ACTIVE FLEET</b>							
1. All Paratransit - Vans and Minivans *	<u>10</u>	<u>10</u>	<u>10</u>	<u>10</u>	<u>11</u>	<u>12</u>	<u>12</u>
2. All Paratransit - Buses *	<u>104</u>	<u>118</u>	<u>140</u>	<u>154</u>	<u>173</u>	<u>192</u>	<u>203</u>
3. Paratransit - Sedans/Wagons * (other than taxis)	<u>2</u>	<u>2</u>	<u>2</u>	<u>2</u>	<u>2</u>	<u>2</u>	<u>2</u>
<b>LIFT-EQUIPPED PARATRANSIT VEHICLES</b>							
4. Paratransit - Buses, Vans and Minivans * (with lifts/ramps from lines 1 and 2)	<u>111</u>	<u>125</u>	<u>147</u>	<u>161</u>	<u>186</u>	<u>206</u>	<u>217</u>

**CONTRACTOR VEHICLES**

5. For 1994, from lines 1 and 2, estimate the number of buses, vans, and minivans, etc., "OWNED" by your contractors that routinely provide paratransit (ADA and non-ADA) for your system. 36

Please estimate 1997 41

\* Please include all dedicated paratransit vehicles (ADA or non-ADA service combined) used on your system. Include all paratransit vehicles your system owns or leases, as well as vehicles used from your contractors' fleet. Do not include any accessible vehicles used on the fixed-route.

SYSTEM NAME: Tri-Met

CITY: Portland

STATE: Oregon

**YOUR ADA "PARATRANSIT" CUSTOMERS (Table 9)**  
**(Please Make An Estimate Based On Actual Eligibility Determinations)**

1. By 1994, how many persons had been certified as ADA paratransit eligible by your system? 12,000

By 1997, please project how many people will be certified? 17,000

2. Using the 1990 Census, what is the total population of your service area? \_\_\_\_\_

3. Of those certified, can you estimate the percent who are ages... (Optional)

0 to 16 years old \_\_\_\_\_%      17 to 61 \_\_\_\_\_%      62 to 70 \_\_\_\_\_%      Over 70 \_\_\_\_\_%

4. Of those eligible for ADA paratransit, how many are employed? (Optional) \_\_\_\_\_

5. Of those ADA paratransit eligible, what percent have as their most limiting or qualifying impairment... (Optional, should total 100%)

Sensory Impairments (Visual, Hearing) \_\_\_\_\_ %

Mobility Impairments Requiring Adaptive Devices (Devices: Wheelchairs, Walkers, etc.) \_\_\_\_\_ %

Mental, Cognitive or Developmental Impairments (including Alzheimers) \_\_\_\_\_ %

Health Impairments (Heart Disease, MS, CP, Arthritis, Kidney Dysfunction, etc.) \_\_\_\_\_ %

**1995 PARATRANSIT PLAN UPDATE**

**SECTION V**

**PUBLIC PARTICIPATION**

The public participation for the Paratransit Plan Update was focused on Tri-Met's Committee on Accessible Transportation (CAT) and its subcommittees. The CAT LIFT/Paratransit Subcommittee was given an update of the plan development process at its regular meeting on October 12 and this was reported at the regular CAT meeting on October 19, 1994. CAT members and subcommittee members were sent the November 1, 1994 draft Paratransit Plan Update (printed or 4 track tape) in the first week of November.

A Public Notice regarding the plan and Tri-Met public hearings was published in four newspapers between October 26 and November 2, 1994 and was also included in a newsletter distributed to over 12,000 LIFT General Passengers, agencies, and friends. Oregon Public Broadcasting's Golden Hours was provided with the Public Notice and indicated that they would air the information. Rider alerts were placed on LIFT vehicles.

Discussions regarding the Plan Update took place at the LIFT Paratransit Subcommittee on November 9th, 1994. Tri-Met responded to nineteen separate requests for copies of the 1994 draft plan including two requests for large print and one request for 4-track tape. Seven written documents were submitted and oral testimony by phone outside the public hearings was submitted by seven people. Tri-Met held a public hearing at the regular CAT meeting on November 16, 1994 and another in the evening on the same date. Testimony at the hearings was received from fourteen people. Following is a description of the comments made and responses to those comments.

#### PUBLIC HEARING ORAL OR SIGNED TESTIMONY

**NOVEMBER 16, 1994 (DAY)** - 9 public, 17 staff and CAT members, and a sign language interpreter and court reporter, 9 people testified.

**PUBLIC TESTIMONY 1** - The customer had received paratransit service in New Orleans and Washington D.C. Tri-Met is way ahead of Washington and way behind New Orleans.

**TRI-MET RESPONSE** - No comment.

**PUBLIC TESTIMONY 2** - LIFT scheduling should be monitored closely because it is not doing an adequate job.

**TRI-MET RESPONSE** - We believe that both service and monitoring capability will be improved with the new scheduling software that is becoming operational soon.



**PUBLIC TESTIMONY 3 -** Georgianne Obinger read the testimony of Donna Crawford which was submitted in written form.

**TRI-MET RESPONSE -** The response is covered under written testimony.

**PUBLIC TESTIMONY 4 -** The next person presented written testimony that is discussed later, asked about the budget and computer software, and suggested that the 3/4 mile does not serve all of those needing service.

**TRI-MET RESPONSE -** A breakdown of the budget information was provided to the CAT committee at this meeting. The new computer program will provide more reports to assess the quality of service. Tri-Met does not want to expand the ADA boundary for guaranteed rides until after it has met the legal requirements within the 3/4 mile boundary and requests for service have stabilized. We are, however, reevaluating what the level of service should be outside the 3/4 mile and will bring recommendations back to the Committee on Accessible Transportation.

**PUBLIC TESTIMONY 5 -** The individual has great concern about the 3/4 mile line and customers losing service after using the LIFT for a long time. She was happy to hear that the Deputy General Manager believes that the LIFT has to become a true part of the family of services we provide. Tri-Met increased the length of rides in order to make the no turn down goal.

**TRI-MET RESPONSE -** The 3/4 mile boundary was addressed previously. Service quality must be measured as well as turndowns.

**PUBLIC TESTIMONY 6 -** The commenter expressed concern about Tri-Met disqualifying current clients and suggested that CAT ask Tri-Met to cease disqualifying current clients.

**TRI-MET RESPONSE -** After some discussion it was determined that the issue was over customers outside the 3/4 mile boundary. This was discussed previously.

**PUBLIC TESTIMONY 7 -** This commenter agreed with expanding the 3/4 mile boundary because there is not much bus service outside the city limits and no sidewalks for people using chairs. There should be some provision for people who are eligible for ADA service but have not registered.

**TRI-MET RESPONSE -** The 3/4 mile boundary was discussed previously. There is a way people can get registered immediately if there are mitigating circumstances. Also, an eligible person can take a friend.

**PUBLIC TESTIMONY 8 - (Signed by the sign language interpreter)** The customer complimented Tri-Met on having a TTY machine but was concerned by the lack of response at times from the Senior and Disabled Citizen Information Department.

**TRI-MET RESPONSE -** Three people in the department are trained to use the TTY but the office is only open from 7:30 am to 5:30 pm on weekdays. We will look at the possibility of expanding hours as part of next fiscal year's budget.

**PUBLIC TESTIMONY 9 -** The customer related problems with Broadway Cab doing LIFT rides and particularly drivers attitude. There was a recommendation for further sensitivity training and more consumer response to CAT, Tri-Met and the LIFT program.

**TRI-MET RESPONSE -** Broadway Cab and the City of Portland require some sensitivity training for all operators of accessible cabs. We will work with Broadway to improve the sensitivity of their drivers.

**NOVEMBER 16, 1994 (EVENING) -** 6 public attended, 7 Tri-Met staff and CAT members, and a sign language interpreter, 5 people testified (one twice).

**PUBLIC TESTIMONY 1 -** A college student related an incident where a LIFT Program ride did not arrive on time causing her to miss a class at a loss of \$250 . Many LIFT problems are related to cab rides ordered by the LIFT Program. She does not want to give up school and wants the LIFT to get her there in a timely manner.

**TRI-MET RESPONSE -** Tri-Met recognizes that there have been timeliness problems that need to be addressed. We are in the process of defining "significantly untimely pickups and dropoffs" and the new scheduling program should both assist in meeting the definition selected and monitor for variances.

**PUBLIC TESTIMONY 2 -** A woman testified on behalf of her sister who has been turned down for rides. The sister lives outside the 3/4 mile ADA service area but received rides from the LIFT for the last 8 years. LIFT operators say there is a "grandfather" grant that should allow the customer to ride.

**TRI-MET RESPONSE -** The "grandfather" grant refers to customers of the LIFT that were receiving ongoing (subscription) service as of 1/26/92. This customer received regular, but not subscription, service as of that date. Nevertheless, a majority of this customer's requests have been honored.

**PUBLIC TESTIMONY 3** - John Mullin, Director of Clackamas County Social Services testified and provided written testimony. He indicated that the Plan adversely affects Clackamas County because so much of the population is outside the 3/4 mile line. He stressed that the Clackamas County land area is larger than Washington and Multnomah Counties combined. Clackamas County must also work with three transit districts, Wilsonville and Molalla in addition to Tri-Met. He felt it was important that Tri-Met work together with the County to ensure that transportation needs are met in all areas of the County.

**TRI-MET RESPONSE** - The 3/4 mile boundary was discussed previously. Tri-Met will continue to work with local governments to provide the best transportation services possible within limited budgets.

**PUBLIC TESTIMONY 4** - It was suggested that Tri-Met expand the 3/4 mile ADA boundary.

**TRI-MET RESPONSE** - This was discussed above.

**PUBLIC TESTIMONY 5** - A friend of a LIFT customer indicated that the customer, who is sensitive to cigarette smoke and contaminants in the air, cannot depend on the LIFT to provides rides. The customer's father had to fly here from Pasadena to take him to the doctor. There is a problem with the accessible taxi minivans because they cannot load a standard electric wheelchair with the foot rests in place.

**TRI-MET RESPONSE** - We are working to improve the reliability of the LIFT program so people can depend on it for important appointments. Park Woodworth is the Tri-Met representative on the Portland Taxicab Board of Review and he will follow up on the taxicab problem. We are somewhat surprised because the minivans meet ADA specifications. Additionally, the Portland taxis have accessible full sized vans which could be assigned when the minivans won't work.

**PUBLIC TESTIMONY 6** - It was stressed that a large population of former transit riders no longer support Tri-Met and refuse to take LIFT rides because they don't want to order two days in advance only to be turned down or to be driven around for 2 hours before reaching their destination. It is high time for Tri-Met and LIFT to stop the litany of excuses.

**TRI-MET RESPONSE** - We hear the frustration and hope to resolve some of the problems soon. Next day rides will be available in April of 1995. The turndowns for ADA eligible rides should remain at a low level and we are working on a definition of "excessive trip length".

In addition to the public hearings, Tri-Met solicited oral and written testimony from the release of the draft document on November 1 through November 30, 1994.

### ORAL OR TTY TESTIMONY BY PHONE

Seven comments were received by phone.

TESTIMONY 1 - The first commenter indicated that she had been requested to see a Tri-Met doctor as part of the registration process and then the LIFT didn't show up for the ride. She feels that she is being treated very poorly, and degraded and she is very angry.

TRI-MET RESPONSE - We are sorry for the confusion over the ride. Tri-Met asks people to see a Tri-Met doctor when determining eligibility is very difficult.

TESTIMONY 2 - Caller complimented Tri-Met for being so good and so thoughtful and helpful.

TRI-MET RESPONSE - Thank you.

TESTIMONY 3 - The caller believes that the boundary line should be enlarged by either running buses in rural areas or enlarging the line to one or one and one-half miles. Service is particularly needed in the Oregon City / Beavercreek area.

TRI-MET RESPONSE - The 3/4 mile issue was discussed previously.

TESTIMONY 4 - This person wants to know why her service was cut off since she pays her taxes like everyone else. How come the bus goes by her house to pick up other people?

TRI-MET RESPONSE - This customer lives outside the 3/4 mile boundary. Tri-Met still provides service to "grandfathered" customers outside the 3/4 mile and to others on a space available basis.

TESTIMONY 5 - This caller does not like requesting a nutrition ride for 12 noon and having the pickup scheduled for 8:00 or 9:00 am.

TRI-MET RESPONSE - The quality of service should be better after the new program is operating and the quality goals are more precisely defined.

TESTIMONY 6 - This LIFT customer feels that the calltakers do not allow for negotiations; they offer only a "take it or leave it" option; and no other resources are suggested. The LIFT is getting more difficult to use as it is taking two or more hours to get to and from her work site, a trip that would take 10-15 minutes by car. She holds Tri-Met responsible for improving service quality.

TRI-MET RESPONSE - There is some discussion nationally on what "negotiation" means with respect to ride requests. Our new service quality definitions should assist in clarifying this for the LIFT Program. The definition for "unreasonably long trips" should help in resolving the length of trip issue. We will be working on these definitions with the CAT over the next few months.

TESTIMONY 7 - The caller recommends that Tri-Met look at options for service outside the 3/4 mile boundary once Tri-Met has met ADA compliance because there are a lot of people who can really use the service. She suggests that people outside the 3/4 mile line could pay more and/or the rides be prioritized. It would be interesting to know how many people there would be outside the 3/4 mile limit. Perhaps Tri-Met could use volunteer programs. Another idea would be to have a LIFT block home program where LIFT passengers could stay until the LIFT picked them up. Also, the LIFT could limit the number of rides provided each month.

TRI-MET RESPONSE - Thank you for some good ideas. Tri-Met understands there is a need outside the 3/4 mile boundary and intends to review the service to this area. Ideas like priorities and higher fares may make it reasonable to provide some service. These issues will be brought to the CAT over the next few months.

### WRITTEN PUBLIC COMMENT

Seven written documents were submitted commenting on the plan. These letters are contained in Attachment F and are summarized and commented on below.

LETTER 1 FROM LAURIE SITTON - The letter noted some errors in the November 7th draft and asked some pertinent questions. When will the scheduling program be fully functional? What are the definitions of "substantial" and "excessive" in the quality measures. The writer wants clarification of services provided outside of the 3/4 mile boundary.

TRI-MET RESPONSE - Thank you for pointing out errors in the draft. The scheduling program will be operational in 1994 but it takes a few months to get the bugs out and to tune the program properly. This is why Tri-Met is postponing full compliance until June of 1995. The scheduling program will be operating efficiently at that time. We will work to

define substantial and excessive over the next few months so we can be monitoring by June. Service levels outside the 3/4 mile boundary will also be clarified over the next few months.

**LETTER 2 FROM DONNA CRAWFORD** - Donna Crawford, representing the Disability Advocates Coalition of Clackamas County, urged reconsideration of the 3/4 mile limit for ADA service because the County is a large geographical area served by few fixed routes. They also believe that persons should be grandfathered in and not just the original standing order. There should be a more equitable distribution of transportation service between the three counties so it would more closely match the payroll taxes received. Finally, Tri-Met should limit ride time for paratransit customers and we should monitor that immediately and not wait for the more sophisticated software.

**TRI-MET RESPONSE** - The 3/4 mile limit was discussed previously. The intent of the original Plan (1/26/92) to continue "grandfathered" rides outside the 3/4 mile boundary was to not disrupt subscription trips to work, school and ongoing medical appointments. Other than those "grandfathered" standing order trips of 1/26/92, the service needs of all customers eligible for the LIFT and residing outside the ADA service area should be evaluated equally.

Tri-Met service planning is district wide and does not allocate service based on the region from which payroll taxes are received. Finally, we are constantly monitoring service quality but it will be more accountable when there are specific definitions for our goals and we have software that can assist in recordkeeping.

**LETTER 3 FROM JOHN MULLIN** - This was summarized under oral testimony. It also contained letters from the Clackamas County Senior Transportation Consortium, the Clackamas County Area Agency on Aging and the Disability Advocates Coalition as attachments.

**TRI-MET RESPONSE** - See response to oral testimony.

**TWO LETTERS (4 and 5) FROM HAROLD BAUGH** - The first letter discusses the problems with the accessible minivan taxis. The second letter referred to the "extremely poor level of service" that a particular customer has been subjected to. A particular problem is the long wait times and "seemingly cavalier attitude toward honoring even their very broad time commitments". This is particularly a problem at night and in bad weather. Mr. Baugh suggests that reducing the ready and wait time to 15 minutes on either side of the appointment time would reduce stress and exposure.

**TRI-MET RESPONSE** - We appreciate the minivan issue being brought to our attention.

The minivans are an experiment for the taxi industry in Portland. It is clear that regular accessible vans are needed for some customers.

Tri-Met recognizes that it is important to improve the quality as well as the quantity of service. We will be working to define and measure quality issues such as on time performance. The LIFT presently uses plus or minus 15 minutes from the scheduled pickup time as the acceptable standard. However, many times the customer does not know what the scheduled pickup time is. The new software will usually provide that information for the customer when the request is being made. This will provide an immediate increase in service quality.

**LETTER 6 FROM BONNIE MATSLER** - The letter makes similar comments about the problems with accessible minivan taxis.

**TRI-MET RESPONSE** - We appreciate this being brought to our attention. The minivans are an experiment for the taxi industry in Portland. It is clear that regular accessible vans are needed for some customers.

**LETTER 7 FROM KAREN MEANEA** - The letter is a followup to a phoned in comment and indicated that she had been requested to see a Tri-Met doctor as part of the registration process and then the LIFT didn't show up for the ride. She feels that she is being treated very poorly, and degraded and she is very angry.

**TRI-MET RESPONSE** - We are sorry for the confusion over the ride. Tri-Met asks people to see a Tri-Met doctor when determining eligibility is very difficult.

#### **ACTION BY THE CITIZEN'S COMMITTEE ON ACCESSIBLE TRANSPORTATION (CAT)**

At the regular Committee on Accessible Transportation (CAT) meeting on December 21, 1994, the CAT reviewed the 1995 Paratransit Plan Update. CAT's action is included as Attachment G.

## **1995 PARATRANSIT PLAN UPDATE**

### **SECTION VI**

#### **UNRESOLVED ISSUES**

The following letter documents that FTA found no unresolved issues in the 1994 Paratransit Plan Update.





U.S. Department  
of Transportation  
Federal Transit  
Administration

REGION X  
Alaska, Idaho, Oregon,  
Washington

915 Second Avenue  
Federal Building, Suite 3142  
Seattle, WA 98174-1002  
206-220-7954  
206-220-7959 (fax)

MAY 10 1994

State - ...  
ADA

1.1.4  
C: B Post  
K. Manley

Mr. Tom Walsh  
General Manager  
Tri-Met  
4012 S.E. 17th Ave.  
Portland, OR 97202

Re: 1994 ADA Paratransit Plan  
Update

Dear Mr. Walsh:

The Federal Transit Administration (FTA) has completed its review of the paratransit plan update submitted in accordance with the Department of Transportation's (DOT) regulation implementing the Americans with Disabilities Act of 1990 (ADA) (49 CFR Parts 27, 37, and 38). We have determined that your plan update is in compliance with the requirements of DOT's regulation.

We look forward to receiving your annual update on or before January 26, 1995.

Sincerely,

*Terry L. Ebersole*

*tlr* Terry L. Ebersole  
Regional Administrator

**1995 PARATRANSIT PLAN UPDATE**

**SECTION VII**

**OTHER ISSUES**

1. Tri-Met has provided the complementary paratransit service in the Molalla Transportation District since January 26, 1992 and will continue to provide that service for grandfathered rides through June 30, 1995. The Molalla Transportation District is in the process of determining its ADA responsibility to provide complementary paratransit service in the Molalla District. The Molalla Transportation District is also developing its own Paratransit Plan Update and is no longer jointly submitting a plan with Tri-Met. Consequently this submittal is solely a Tri-Met document.
2. Paratransit service to customers further than 3/4 mile from the Tri-Met fixed-routes will be evaluated over the next year. Following this evaluation and discussion with the CAT, the service may be reduced or eliminated. This will have no effect on ADA mandated service provided by Tri-Met.
3. Tri-Met releases Draft Paratransit Plan Updates, has public hearings and adopts the plan prior to the end of 1994. The numbers for 1994 are, therefore, estimates on the draft plan. When possible, those "estimates" will be updated to "actual" prior to the submission of the plan to FTA on or before January 26, 1995. Some numbers for 1993 in last year's plan have been changed because the numbers used last year were estimates. Tri-Met suggests that the tables should list the numbers for the year just ended as "estimates" since it is impossible to have a public process with "actual" numbers before the year is up.
4. The fare for the LIFT program was raised from \$ .50 to \$ .75 in September of 1994. The LIFT fare continues to meet the ADA requirements.
5. In 1994 Tri-Met started operation of a brokerage for Title 19 (Medicaid) rides in the Tri-County area. This substantially increased the total projections for paratransit service and ADA service since it is presently estimated that 33% of the Medicaid rides would qualify as ADA paratransit service.
6. A new registration form using self certification was put in place in 1994. The new registration is included in attachments.

**1995 PARATRANSIT PLAN UPDATE**

**SECTION VIII**

**ATTACHMENTS**

**ATTACHMENT A**  
**LIFT APPLICATION FORM**



# APPLICATION and ADA Paratransit Certification for Tri-Met LIFT

## Information and Directions

### About this application . . .

The Americans with Disabilities ACT (ADA) ensures that people with disabilities receive public transportation comparable to the public transportation available to people without disabilities. Tri-Met provides door-to-door service to people who are unable to use a regular lift-equipped bus or MAX because of a physical or mental disability. We call this paratransit service the LIFT.

### Who should apply?

Anyone with a disability which prevents them from getting to or from a regular bus or MAX stop, or from independently (unaided by a person other than the driver) boarding, riding, or getting off a regular bus or MAX. (Regular Tri-Met routes are accessible on all but a few trips during weekday rush hours when alternative accessible service is provided. A person who can't climb the bus steps, may use the lift even if not in a wheelchair or scooter.)

### Completing the form . . .

The information you provide will help us determine your eligibility. If you have questions about the form, please call 238-4952 (TDD 238-5811). If someone helps you complete the form, the person must sign on page 4. All questions must be answered. An incomplete form will be returned to you unprocessed.

### Determination of eligibility . . .

We will let you know within 21 days if you're eligible for the LIFT. If we are unable to determine eligibility based on the information provided in this form, Tri-Met reserves the right to refer you to a professional of our choice, at no cost to you, for further evaluation. If you are denied eligibility, we will tell you the reason, and you will have the opportunity to appeal.

If you need assistance in filling out this form, or if you need the form, or other information, in an accessible format, please call 238-4952, or TDD 238-5811 for the hearing impaired.

Under ADA rules, we are required only to transport a "common wheelchair," i.e., has 3 or 4 wheels, does not exceed 30 inches in width, 48 inches in length (measured two inches above the ground), and does not weigh more than 600 pounds when occupied.

## I. GENERAL INFORMATION

	LAST NAME	FIRST NAME	M.I.
1. Name	<input type="text"/>	<input type="text"/>	<input type="text"/>
2. Address	<input type="text"/>		Apt. No. <input type="text"/>
Name of apartment complex	<input type="text"/>		
3. City	<input type="text"/>		
4. State	<input type="text"/>	5. Zip Code	<input type="text"/>
6. Nearest cross-street	<input type="text"/>		

7. Home phone    -      TDD?  Yes  No
8. Work phone    -      TDD?  Yes  No
9. Emergency phone    -

Name of Contact Person: \_\_\_\_\_

10. Which of these mobility aids or equipment (supplied by you) do you use to help get you where you need to go? (Check all that apply.)

- a.  Motorized wheelchair  Manual wheelchair  Scooter

<b>Complete this box if you checked any of the boxes in a. above.</b>	
Estimated dimensions: Length _____	Width _____
Estimated weight, including occupant _____ lbs.	
Does your wheelchair fold?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Can you transfer to a seat?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Can you transfer to a non lift-equipped vehicle?	<input type="checkbox"/> Yes <input type="checkbox"/> No

- b.  Cane  White cane  Walker  Crutches
- c.  Oxygen
- d.  Picture board  Alphabet board
- e.  Personal Care Attendant (PCA)—someone designated by you to assist you with one ore more daily life functions  
 Will PCA accompany you?  Always  Sometimes
- f.  Service animal Type of animal \_\_\_\_\_
- g.  Other \_\_\_\_\_
- h.  None of these

11. Would you accept a ride with a volunteer driver?  Yes  No

Would you qualify for a program that accepts only people over 55?  Yes  No

12. Can you be left alone at residence?  Yes  No

If no, please identify an alternate caregiver within one mile of applicant's home who would be available to receive applicant in an emergency.

Name of alternate caregiver \_\_\_\_\_

Address \_\_\_\_\_

Phone \_\_\_\_\_

13. a. Will a social service agency be coordinating your trips?

Always  Never  Sometimes

- b. Will a social service agency pay your fare?

Always  Never  Sometimes

- c. If you answered "Always" or "Sometimes" to 13 a or b above, which agency? \_\_\_\_\_

14. Are you an active or retired Tri-Met employee or dependent?  Yes  No

**II. MEDICAL INFORMATION**

1. Are you able to complete the following tasks unassisted by another person? (Check all boxes that apply.)

Always	Never	Sometimes*	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	a. get to/from a bus or MAX stop?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	b. get on and off a regular public transit vehicle without using a lift?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	c. get on and off a regular public transit vehicle by using the lift?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	d. wait at a bus stop for 15 minutes?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	e. maintain your balance standing on a moving vehicle?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	f. maintain your balance seated on a moving vehicle?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	g. understand directions and plan a trip on public transportation?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	h. handle necessary coins, transfers, passes to pay a fare?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	i. climb three 10-12 inch steps?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	j. walk/travel ten blocks (1/2 mile)?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	k. see and identify correct stops and vehicles to complete a trip?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	l. hear stops announced by the operator?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	m. read and understand informational signs?

\*Please explain any boxes checked "sometimes".

2. a. What is the disability that prevents you from using Tri-Met bus/Max?

\_\_\_\_\_

\_\_\_\_\_

b. Please explain how your disability prevents you from using Tri-Met buses or Max.

\_\_\_\_\_

\_\_\_\_\_

c. Are there any other effects of your disability of which operators need to be aware? (examples: shortness of breath, seizures, dizziness, etc.)

\_\_\_\_\_

d. Is your disability (check one)? (a)  permanent (life-long) (b)  temporary until \_\_\_\_\_  
(c)  episodic (please describe) \_\_\_\_\_

3. How far (in city blocks) can you walk or travel with your mobility device? \_\_\_\_\_

4. Is your ability to walk/travel affected by extremes in weather?  Yes  No

If yes, please explain \_\_\_\_\_

5. Is your ability to walk/travel affected by steep terrain?  Yes  No

If yes, please explain \_\_\_\_\_

6. Please list the names of two professionals (which may include physicians, agencies, or others familiar with your disability) who may be contacted by Tri-Met for additional information:

1) Name: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Address: \_\_\_\_\_

2) Name: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Address: \_\_\_\_\_

I authorize Tri-Met staff to contact the above-listed individuals and to receive information about my disability.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_



**III. FIXED-ROUTE INFORMATION (regular buses or MAX)**

Vehicles have two tie-downs for wheelchairs/scooters. Ambulatory customers who can't climb steps may ask the operator to use the lift. Training to use regular buses or MAX is available. Call 238-4904 for referral to this service.

1. My bus stop is accessible.  Yes  No  
If the answer to this question is no, please provide location of the inaccessible stop and reason why you are unable to use it.

2. Please check all that apply:

Always          Never          Sometimes\*

a. I am unable to ride Tri-Met buses/Max without the assistance of another person (other than the driver).

b. I need a lift or ramp to board the bus/MAX.

c. My disability prevents me from walking/traveling to the bus stop.

d. My disability prevents me from riding Tri-Met buses/MAX.

e. I could probably ride the regular bus/MAX with some training.

I would like to receive travel training for regular bus/MAX.

I do not want travel training for regular bus/MAX.

\*Please explain any boxes checked "sometimes".

3. Do you ever ride regular bus/MAX?  Yes  No

If yes, how often do you ride? \_\_\_\_\_

What route(s) do you usually ride? \_\_\_\_\_

4. How far (in city blocks) is the closest bus stop from your residence? \_\_\_\_\_

***I solemnly swear that the information I have provided Tri-Met in this application is accurate and truthful to the best of my knowledge. I understand that to knowingly make any written false statement is a misdemeanor and a violation of Oregon Revised Statutes (ORS) 162.075 and 162.085. I understand that falsification of information may result in denial of service.***

***I understand all information will be kept confidential and only the information required to provide the service I request will be disclosed to LIFT employees who perform those services (ORS 192.502).***

***I understand that it may be necessary for me to participate in an in-person evaluation, at Tri-Met's expense, to determine my eligibility for door-to-door LIFT services.***

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

If this application was prepared by someone other than applicant, please give name: \_\_\_\_\_

Phone number: \_\_\_\_\_

**For Agency Use:**

 new cancellation change

Agency Billing Code \_\_\_\_\_

Agency Contact Person \_\_\_\_\_

Phone No. \_\_\_\_\_

Agency ID# \_\_\_\_\_

Restrictions? \_\_\_\_\_

---

**Optional Questions**

---

*The following information is not a part of the application but is used for reporting purposes and to help us give you better service. Answering these questions is optional on your part and has no bearing on your eligibility.*

1. Social Security Number

--	--	--

--	--

--	--	--	--

2. Male  Female

3. Birthdate \_\_\_\_\_

4. Do you speak English?  Yes  No

If no, what language do you speak? \_\_\_\_\_

5. Ethnic origin:

- Black (not of Hispanic origin)
- White (not of Hispanic origin)
- Asian or Pacific Islander
- Hispanic
- American Indian or Alaskan Native
- Tribal Association

**Please keep all pages together.  
Thank you.**

**ATTACHMENT B**  
**PUBLIC HEARING NOTICES**

**PUBLIC NOTICE  
TRI-COUNTY METROPOLITAN  
TRANSPORTATION DISTRICT  
OF OREGON (TRI-MET)**

Notice is hereby given that Tri-Met will hold two public hearings before its Committee on Accessible Transportation (CAT) to solicit testimony on the 1995 ADA (Americans with Disabilities Act) Paratransit Plan Update of the Tri-County Metropolitan Transportation District of Oregon (Tri-Met) which affects the LIFT paratransit service.

**First Public Hearing:**

**DATE:** Wednesday, November 16, 1994

**TIME:** 10:00am to 11:00am

**PLACE:** Portland Building

1120 SW 5th Avenue

Room C, 2nd Floor

**Second Public Hearing:**

**DATE:** Wednesday, November 16, 1994

**TIME:** 5:30pm to 6:30pm

**PLACE:** Portland Building

1120 SW 5th Avenue

2nd Floor Auditorium

Testimony at the public hearings will be limited depending on time availability. The meeting room is accessible and a sign language interpreter will be provided at each hearing.

Tri-Met is required (by federal law issued September 8, 1991) to update the Paratransit Plan yearly and must submit the updated plan to the Federal Transit Administration (FTA) in order to be in compliance with the provisions of the ADA (Americans with Disabilities Act).

The Committee on Accessible Transportation (CAT) is an ongoing citizens' advisory committee to the Tri-Met Board, and, as such, reviews and evaluates all current and future transportation service for people who are disabled. The majority of CAT members have disabilities or represent persons with disabilities.

A draft of the 1995 ADA (Americans with Disabilities Act) Paratransit Plan Update of the Tri-County Metropolitan Transportation District of Oregon (Tri-Met) is available for public review and comment. To receive a copy (also available in large print or on tape upon request) please call 238-5806 (TTY 238-5811) and provide your name, address and request.

Written comment may be submitted to: CAT Public Comment, c/o Nancy Meyer, 4012 SE 17th Avenue, Portland, Oregon 97202 on or before November 30, 1994.

To make comment by phone, please call 238-5806 (TTY 238-5811) and provide your name, address and message on or before November 30, 1994.

Tri-County Metropolitan  
Transportation District  
of Oregon  
Park Woodworth  
Director, Accessible  
Program Development

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TRI-COUNTY METROPOLITAN TRANSPORTATION  
DISTRICT OF OREGON (TRI-MET)**

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Tri-County Metropolitan  
Transportation District  
of Oregon



Park Woodworth  
Director, Accessible Program Development

SP 1094.09  
10-26-94

# Affidavit of Publication

STATE OF OREGON  
County of Clackamas

ss Tri Met

I, JoAnn Toler, being first duly sworn, depose and say that I am the Bookkeeper of the Sandy Post, a weekly newspaper of general circulation, published at Sandy, in the aforesaid county and state, as defined in ORS 193.010 and 193.020 that SP 1094-09 Paratransit Plan Update, a printed copy of which is hereto attached, was published in regular issues of said newspaper for 1 successive and consecutive weeks in the following issues: 10/26/94

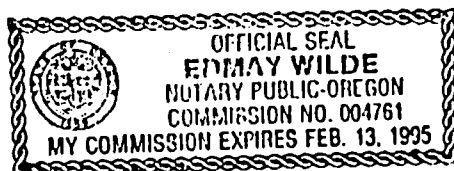
JoAnn Toler

Subscribed and sworn to before me this 26th day of October, 19 94.

Edmay Wilde

Notary Public for Oregon

My commission expires 2/13/95



**PUBLIC NOTICE  
TRI-COUNTY METROPOLITAN TRANSPORTATION  
DISTRICT OF OREGON (TRI-MET)**

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Tri-County Metropolitan  
Transportation District  
of Oregon



Park Woodworth  
Director, Accessible Program Development

OL 1094.11  
10-26-94

# Affidavit of Publication

STATE OF OREGON  
County of Multnomah

ss Tri Met

I, JoAnn Toler, being first duly sworn, depose and say that I am the Bookkeeper of the Gresham Outlook, a bi-weekly newspaper of general circulation and published at Gresham, in the aforesaid county and state, as defined by ORS 193.010 and 193.020 that OL 1094-11 Paratransit Plan Update a printed copy of which is hereto attached was published in regular issues of said newspaper for 1 successive and consecutive weeks in the following issues: 10/26/94

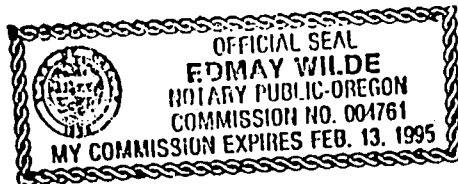
JoAnn Toler

Subscribed and sworn to before me this 26th day of October, 19 94.

Edmay Wilde

Notary Public for Oregon

My commission expires 2/13/95





# COMMUNITY NEWSPAPERS, INC.

P.O. BOX 370 BEAVERTON, OREGON 97075  
PHONE (503) 684-0360

Legal Notice NT 5636

## Legal Notice Advertising

Tri-Met  
4012 SW 17th Avenue  
Portland, Oregon 97202  
Attn: Finance Dept

- Tearable Notice
- Duplicate Affidavit

### AFFIDAVIT OF PUBLICATION

STATE OF OREGON, }  
COUNTY OF WASHINGTON, } ss.

I, Kathy Snyder  
being first duly sworn, depose and say that I am the Advertising Director, or his principal clerk, of the News Times a newspaper of general circulation as defined in ORS 193.010 and 193.020; published at Forest Grove in the aforesaid county and state; that the Public Notice Tri-County

a printed copy of which is hereto annexed, was published in the entire issue of said newspaper for ONE successive and consecutive in the following issues:

November 2, 1994

*Kathy Snyder*

Subscribed and sworn to before me this 2nd day of November

*Robin A. Burgess*

Date Invoice Rec'd in Accounting: NOV 8 1994

P.O. # / Contract #: TM36828MS3

I certify that the invoiced materials or services have been received.

Approved by: \_\_\_\_\_

Distribution:			
103001001000			
103005001000			
5039050 -			
5039120 -			
504101051030			
5049100 -			
5049120 -			
5049130 -			
5049200 -			
5052020 -			
5052040 -			
Total Invoice			

### PUBLIC NOTICE TRI-COUNTY METROPOLITAN TRANSPORTATION DISTRICT

#### OF OREGON (TRI-MET)

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Tri-County Metropolitan Transportation District

**ATTACHMENT C**

**LIFT NEWS**

# LIFT News

A quarterly newsletter for LIFT General Passengers and friends

Winter, 1994

## PUBLIC HEARING

Do you remember 1976 when a gallon of gas cost fifty-two cents, a postage stamp cost thirteen cents, and a LIFT ticket cost fifty cents? Today gas is over \$1, and a stamp is twenty-nine cents, but a LIFT ticket still costs fifty cents--even though inflation has increased the cost to Tri-Met of providing LIFT rides from less than \$5 a ride in 1976 to over \$12 in 1994!

A proposal to increase LIFT fares to \$1 will be presented at a public hearing from 9:40 a.m. to 10:40 a.m., March 16, 1994, in the Portland Building, 1120 SW 5th, 2nd floor-Room C. If you can't attend the hearing but would like to make comment, you may phone 238-5806 (TDD 238-5811), and record your name, address, and comments on or before March 14, 1994; or written comment may be submitted to CAT, Public Comment, c/o Michelle Yung, 4012 SE 17th Avenue, Portland, OR 97202 on or before March 14, 1994.

## NO TURNDOWNS BY SEPTEMBER

The number of turndowns has decreased significantly over the past two months. When you're denied a ride, even though it's frustrating, please keep in mind that we're working very hard to reach our goal of zero turndowns by September. You can help by canceling a ride no later than one hour before your scheduled pickup time. If we receive a cancellation before the bus is dispatched, we can very often give a ride to someone who otherwise would be turned down. You and all your fellow passengers benefit!

## LIFT CUSTOMERS AREN'T ESCORTS

Sometimes we receive requests from a registered LIFT customer to be an escort for an unregistered relative or friend so that person can get a LIFT ride to an appointment. Sorry, but you don't qualify as an escort; if the relative or friend qualifies for the LIFT then that person should be registered. Otherwise, they must ride regular Tri-Met buses or MAX.

As a registered LIFT customer, you may be accompanied by one Personal Care Attendant (PCA) designated by you to help you perform one or more daily life functions. Your PCA rides free. In addition, you may be accompanied to your appointment by one companion who pays the regular LIFT fare, and must have the same pickup and destination as you. We will provide rides for additional companions on a space available basis.

## TRI-MET BUS LIFT BOARDINGS

In 1989, regular Tri-Met buses boarded 7,072 passengers who used lifts. In 1993, 85,919 people used lifts to board Tri-Met buses. More people with disabilities are riding buses or MAX because they're more aware, lifts are more dependable, and drivers are more helpful. If you think you could ride regular buses or MAX but have been apprehensive about trying, we think the numbers speak for themselves! It works, and you'll enjoy the added flexibility.

## RE-REGISTRATION

The Americans with Disabilities Act (ADA) has dictated several changes to our policies and procedures which require us to do a massive re-registration of LIFT customers. If you registered with the LIFT program prior to January, 1992 you'll soon be receiving a registration form in the mail. This is a completely revised form; it's rather lengthy, but we need all the information.

When you registered before, you needed to have your doctor or other health professional complete a certification. Now you will certify yourself, and the information you provide will allow us to determine your eligibility. If your last name begins with A-L, you should receive your forms before April 1, and before May 1 if your last name begins with M-Z. We'll appreciate your prompt reply.

## UNASSIGNED RIDES

Have you ever requested a ride and been told you're on the unassigned list? What that means is that, rather than deny your ride, we'll try to work you into a schedule as cancellations are received. Sometimes we may tell you we can give you a ride one-way but not both ways. If that doesn't work for you, then we'll have to deny the ride altogether. This gives you the option of finding alternative transportation for one direction of your trip.

If you accept an unassigned ride you need to be ready at least an hour before your appointment time (if you live far out in Clackamas or Washington Counties you should be ready more than an hour before your appointment time). We'll do our best to get you to your appointment on time.

## CALENDAR AVAILABLE

We've developed a form for you to record your ride requests. On one side is a calendar and on the other side is space to record the date and time of your trip, as well as the name of the customer service representative (CSR)

who helped you. You can also keep a record of any cancellations. If you need to call us about the trip, you'll have the information at hand that we need to know. Just call 238-4952 (TDD 238-5811) to request the form.

## CHILD RESTRAINTS

The current Riders Guide states that "Children, not in a wheelchair, under age 1, or who weigh less than 40 pounds, must be buckled into a federally approved car seat provided by you." We have learned that this law only applies to private passenger vehicles. A new policy hasn't been fully developed, but in the interim you may put a child in a bus seat, buckled with the seat belt, use your car seat buckled into a seat, or hold a child in your lap. A revised Riders Guide will be printed this spring and will include a new policy.

## SCHEDULING RETURN RIDES

When you give the CSR your return pickup time, be sure to allow enough time. For example, if you're at water therapy and the session finishes at 1 p.m., add in enough time to get dressed and get to the door of the building--you'd want to request a pickup time for around 1:30 p.m. This could apply to doctor appointments and other kinds of appointments as well.

## CLASSIFIEDS

- Amigo scooter for sale, 1-1/2 years old. Call 656-1032.
- Wheelchair needed. Call 234-4707.
- Extra-wide wheelchair needed. Call 284-3339.
- Donate used hearing aids to the speech and hearing clinic at Portland State University, 724 SW Harrison, Portland, OR 97201.

## CAB RIDES

If you know you've been scheduled for a cab and you need to cancel the ride, call 233-LIFT, not the cab company. A cab ride,

scheduled through the LIFT program, requires a 50 cent fare. We request that you mail us either a check or LIFT tickets.

## INFORMATION--FROM YOU/ FROM US

Please let us know if there is any change in your mobility device or your ability to board the bus; or a change in your physical surroundings, such as the need to knock loudly or a broken step. Information racks are being installed, so look for one on your bus. The customer complaint/commendation form will soon be in a new format and will be in the rack with other information items.

## FROM OUR RIDERS

Elle Becker writes, "Until recently, the only form of transportation for myself or other disabled people was to call a car cab, buy a very expensive van, or hire an ambulance. I have been so happy Tri-Met is available to me to go shopping, see the doctor or other important business. It is safe, affordable...the drivers are wonderful. Thanks to all who keep the buses running." Thanks for your kind words, Elle; we love hearing from our customers--both compliments and complaints.

## SPECIAL EVENTS

Vision Resources mails a newsletter which includes a calendar of events. In March they're offering beginning and intermediate CPR, a deaf-blind social, and cooking for one or two; on April 1, in cooperation with the Oregon Shakespeare Festival, a special fund raiser. Call 284-3339 for details or to be added to their mailing.

The Tri-Met LIFT is a door-to-door transportation service for people with physical or mental disabilities which prevent them from using regular fixed route buses or MAX. If you have comments or ideas for news articles, please call 233-5719 (TDD 233-5411).

The Barrier-Free Expo returns to the Oregon Convention Center on March 30 and 31 with lots of good information and exhibits. You can cut out this coupon for \$1 off your admission.



Tri-Met LIFT Program  
1630 SE 8th Avenue  
Portland, OR 97214

BULK RATE  
U.S. POSTAGE  
PAID  
Portland, OR  
Permit No. 1221

# LIFT News

A quarterly newsletter for LIFT General Passengers and friends

Spring, 1994

## RE-REGISTRATION

Everyone who registered prior to January 1992 should have received an application for re-registration. If you haven't received a form, and you haven't re-registered in the last two years, please call 238-4952 and request a form. We mailed out about 10,000 forms and it will take several months to review all of them. Don't be worried if you've re-registered and haven't heard from us—you'll continue to receive LIFT service. We will eventually contact everyone by letter. Thanks for your cooperation and patience.

## FARE INCREASE

The Tri-Met Board of Directors will vote on the proposed fare increase on Wednesday, June 29. The meeting is at 3:30 p.m. in the Portland Building, 1120 SW 5th Avenue, second floor meeting room C.

Proposed LIFT fares are:

- Cash: 75¢, valid all zones
- Tickets: 10/\$6.50, valid all zones
- Monthly Pass: \$15, valid all zones
- Annual Pass \$165, valid all zones

Purchase of a monthly or annual pass does NOT guarantee that a ride will be provided.

In advance of the meeting, you may send written comments to:

Tri-Met Board of Directors  
4012 SE 17th Avenue  
Portland, OR 97202

FAX 239-3092, or verbal comments to phone mail at 238-5806. Public comment will also be heard at the board meeting.

## THIRD ANNUAL LIFT ROADEO

Twenty-four LIFT and other paratransit drivers from around the state competed April 24 on an obstacle course designed to test driving skills. The event was co-sponsored for the first time jointly by Tri-Met and the Oregon Depart-

ment of Transportation. First place was awarded to Ed Hortsch, a former LIFT driver who now manages the paratransit system in Astoria for Special Mobility Services. Second place went to Linda Scarpelli, Larson Transportation; third place to Goldie Restorff, Community Action of Yamhill County; and honorable mention to Greg Simshaw of Larson Transportation. Ed will represent the State of Oregon and Linda will represent the Tri-Met LIFT at the national competition in Pittsburgh. Be sure to congratulate Linda and Greg when you see them.

## TAXI FARES

Thank you to those folks who have mailed in fares when we send a taxi. The LIFT fare is currently 50 cents a trip whether we send a bus or a taxi to transport you. However, if you travel with a monthly pass, you don't need to mail an additional 50 cents—you've already paid by buying a pass. If you pay with cash or a ticket, please mail you fare to LIFT, 1630 SE 8th, Portland, OR 97214. If you pay by check you can wait until you've accumulated several fares.

## CHANGE IN PROVIDERS

Every three to five years we're required to solicit bids for providing LIFT service. This practice ensures the highest quality service at the best price. Tri-Met is in this process now, with a final decision still a few month away. We try very hard not to inconvenience our customers when these changes occur, and you shouldn't be aware of any difference.

## **RIDING FIXED-ROUTE**

### **—A note from Patty**

Accessibility Programs are all about improving access to public transportation for persons with disabilities. An important aspect of my job is educating and training customers on using a lift, reading schedules, trip planning, and travel training. Have you ever wanted to ride Tri-Met lift-equipped buses but weren't sure how or even if you could? I invite you to give me or my operator assistant a call at 238-4904 or 238-4912. We'll work with you to be comfortable with our system so you can travel independently and experience more freedom in your daily life activities. (Patricia Nielsen is Tri-Met's Accessibility Programs Coordinator for bus and rail service.)

## **DID YOU KNOW?**

Volunteer Transportation, Inc. (VTI), a non-profit group of 24 social service agencies, is primarily funded by Tri-Met. When we can't provide a ride with a LIFT bus, we often are able to order the ride through VTI which has 400 volunteer drivers and 29 vehicles. A purchase of four new lift-equipped vehicles is planned soon. In March, VTI provided a record 12,000 rides to seniors and people with disabilities in the metropolitan area. Increasingly, people in rural areas not served by LIFT are turning to VTI for much-needed transportation. In addition, many volunteers drive their own vehicles and are reimbursed for mileage. A volunteer ride is free, but donations are welcome.

## **PORTLANDER HONORED**

Janine DeLaunay has been named Disabled American of the Year by the President's Committee on Employment of People with Disabilities. Janine, blind since birth, is an ardent advocate for people with disabilities. She is executive director for Vision Resources and interim director for Access Oregon. Both agencies promote and assist with independent living. Our congratulations to Janine for receiving this recognition.

The Tri-Met LIFT is a door-to-door transportation service for people with physical or mental disabilities which prevent them from using regular fixed route buses or MAX. If you have comments or ideas for news articles, please call 233-5719 (TDD 233-5411).

Tri-Met LIFT Program  
1630 SE 8th Avenue  
Portland, OR 97214

BULK RATE  
U.S. POSTAGE  
PAID  
Portland, OR  
Permit No. 1221

# **LIFT** **News**

A quarterly newsletter for LIFT General Passengers and friends

Summer, 1994

## RE-REGISTRATION

The re-registration process is nearly complete. We haven't received nearly as many application forms as we anticipated. If you originally registered with LIFT prior to January, 1992, you must re-register. If you haven't received a form to re-register, or if you've misplaced the form, call 238-4952 (TTY 238-5811) and request an application. On November 1, anyone who needs to re-register and hasn't, and who hasn't ridden LIFT since January, 1994 will automatically have their record put in inactive status.

## NEW FARES BEGINNING SEPTEMBER 4, 1994

The Tri-Met Board of Directors has approved the proposed fare increase. The fare for a one-way, door-to-door, general passenger LIFT ride is 75¢ and may be paid by any of the following:

- 1) **CASH:** 75¢ (driver will not make change).
- 2) **PRE-PAID DISCOUNTED LIFT TICKETS:** 10/\$6.50.
- 3) **MONTHLY LIFT PASS:** \$15.00. (Purchasing a pass does not guarantee a LIFT ride.)
- 4) **ANNUAL LIFT PASS:** \$165.00. Paid in full at time of purchase--no monthly installments. Monthly pass automatically mailed each month. (Does not guarantee a LIFT ride.)
- 5) **REGULAR FIXED-ROUTE SERVICE HONORED CITIZEN** monthly pass plus 25¢ cash.
- 6) **REGULAR FIXED-ROUTE SERVICE HONORED CITIZEN** pre-paid discounted tickets plus 25¢ cash.

You can still purchase LIFT tickets from the LIFT operator.

Passes and tickets may be purchased at the following outlets:

- The Tri-Met Office at Pioneer Courthouse Square
- Tri-Met Customer Service Office, 4012 SE 17th Avenue, 1st floor

- By mail -- probably the most convenient way. **PASS BY MAIL** forms are available on LIFT buses or by calling 238-4952 (TTY 238-5811), and can be used to order both tickets and passes by mail.

If you have any questions about fares, please call the Senior and Disabled Customer Information number, 238-4952 (TTY 238-5811).

Remember, a LIFT fare is 75¢ whether we transport you by bus or by taxi. Taxi fares (if you don't have a pass) can be mailed to LIFT Fares, 1630 SE 8th, Portland, OR 97214.

### If You Ride Both LIFT and Regular Fixed-Route Service (Bus or MAX):

- A LIFT monthly pass or LIFT ticket will be accepted as fare on regular fixed-route buses and MAX, **when accompanied by an Honored Citizen ID**. No refund will be given.
- If you are a registered LIFT customer and you wish to ride regular fixed-route buses or MAX for reduced fare (50¢), you will need an **Honored Citizen ID**.
- An Honored Citizen ID can be any of the following: Medicare card, any valid ID which identifies you as 65 or older; or a Tri-Met Senior Citizen, Disabled Citizen, STAR, or "A" card.
- To request a Tri-Met Honored Citizen ID, call 233-5438 (TTY 233-5411). We will ask for your name, address, and birth date; once we have determined you are a registered LIFT customer, your first **free** Honored Citizen ID card will be processed and mailed to you within 7-10 work days. A replacement Honored Citizen ID card is \$5.00.

**If You Travel with a Personal Care Attendant (PCA)**, you must have an Honored Citizen "A"-card so that the PCA can ride fixed-route without paying a fare. Call 238-4952 (TTY 238-5811) to request an "A"-card application. The "A"-card application requires professional verification of your need for a PCA.

## CHANGE IN PROVIDERS

Tri-Met has signed contracts with service providers and you may notice some changes in faces and uniforms around October 1.

You should expect to receive the same high quality of service--from ordering your ride to being assisted on the bus. Policies and procedures will not change.

## RIDERS GUIDE

The Riders Guide has been revised. If you would like a copy, please call 238-4952 (TTY 238-5811) or 233-5438 (TTY 233-5411).

## SERVICE LIMITATIONS

We're aware that some of our customers have allergies which can trigger a serious asthma attack, some are extremely sensitive to heat, and some to cold. As much as we'd like to be responsive to all these needs, it isn't always possible for LIFT to meet all the needs of the community we serve. Please be aware that we can't guarantee an air-conditioned vehicle, a vehicle without drafts or cold spots, or an odorless vehicle.

## NECESSARY INFORMATION

If you've ever had to wait a long time for your return ride, you know how frustrating it is. If we have the phone number where you're being picked up, we can call ahead to tell you the bus is running late, or get directions if the operator can't locate you. These are just two examples of why we need all the information on page three of your Riders Guide. Please refer to this page and have all the information

available when you call to request a ride. We also need the specific building location at OHSU, schools, malls, and other complicated destinations.

Thanks for helping us to give you the best service possible!

## FOR SALE

- Pace Saver Deluxe scooter, 5 years old, used 4 times. Call 231-8801.
- Metal extension ramp for vehicle use. Call 231-8801
- Wheelchair, almost new. Call 254-5009 after 6 p.m.

## COMMENTS, COMPLAINTS, COMPLIMENTS

We're happy to receive them all. Orange comment cards are available on buses. If you prefer to comment to a person, ask the driver for a grey telephone numbers card. The number to call is 233-LIFT (5438) TTY 233-5411.

The Tri-Met LIFT is a door-to-door transportation service for people with physical or mental disabilities which prevent them from using regular fixed route buses or MAX. If you have comments or ideas for news articles, please call 233-5719 (TTY 233-5411).

Tri-Met LIFT Program  
1630 SE 8th Avenue  
Portland, OR 97214

BULK RATE  
U.S. POSTAGE  
PAID  
Portland, OR  
Permit No. 1221



# LIFT News

A quarterly newsletter for LIFT General Passengers and friends

Fall, 1994

## NOVEMBER & DECEMBER CHANGES

We have a new computer program to help us do a more efficient job of scheduling your rides. It's also the tool we've been waiting for to introduce an even bigger improvement--NEXT DAY SERVICE. Sometime next spring, you'll be able to call Monday for a ride Tuesday, and so on. Remember, that's next spring!

For now, you'll notice some changes when you call to request your ride. We hope the changes are few and not confusing for our customers. We'll do all we can to make the change over simple and easy for you. Here's what's happening and when:

### November 21-30:

- You'll get to talk to two Customer Service Representatives because we'll be using both the current computer system and the new system. This transition phase will last less than two weeks.

### December 3 (complete changeover to the new system):

- You don't need to tell us the zip code of your destination.
- Instead of ordering your ride before noon two days ahead of time, you may order until 5 p.m. two days ahead of time.
- In many cases we'll be able to tell you your scheduled pickup time without your calling back.
- Because we'll be attempting to schedule rides when you call to make your reservation, each call will take a little more time, and you may be waiting in the phone queue a few minutes longer. We anticipate adding staff to reduce your waiting time as much as possible.
- Give your ride information in this order:
  1. Your name
  2. Pickup address
  3. Destination address
  4. Pickup time (time of appointment if medical or other fixed appointment time)
  5. Date of ride
  6. Purpose of ride (if a doctor's appointment, name of doctor and suite number)
  7. Will a Personal Care Attendant travel with you?
  8. Will a companion other than your PCA travel with you?
  9. Destination telephone number

We appreciate your patience while we work with this new system. We expect to provide

you better and more dependable service as we move ever closer to meeting our ADA goals. Please remember that there will always be events beyond our control that can cause a bus to arrive earlier or later than your scheduled pickup time. If the bus arrives early and you're ready to go, that may allow us to work in an additional ride from the standby list. If the bus arrives more than 15 minutes past your scheduled pickup time, please give us a call. If you're not ready when the bus arrives, it will wait 5 minutes past your scheduled pickup time.

## PUBLIC HEARING

Federal law requires Tri-Met to update its Paratransit Plan yearly. Paratransit is the door-to-door service provided by LIFT. Two public hearings are scheduled before the Committee on Accessible Transportation (CAT).

**Place:** Portland Building, 1120 SW 5th Avenue,  
**Date:** Wednesday, November 16, 1994  
**Time:** 10-11:00 a.m. Room C, 2nd floor  
**AND** 5:30-6:30 p.m., Auditorium

To receive a draft copy of the 1995 Paratransit Plan Update prior to the hearings, call 238-5806 (TTY 238-5811) and provide your name, address and request. The draft plan update is also available in large print or on tape, upon request. Written comment may be submitted to CAT Public Comment, c/o Nancy Meyer, 4012 SE 17th Avenue, Portland, OR 97202 or fax to 239-3092 on or before November 30, 1994. To make comment by phone, please call 238-5806 (TTY 238-5811) and provide your name, address and message on or before November 30, 1994.

## MEDICAID RIDES

In the past, if you ordered medical transportation from your branch office or case manager, you now need to request those rides from the Medical Transportation Program at 233-8726. Tri-Met makes arrangements for the rides, but it is an entirely separate office from LIFT Dispatch. **DO NOT CALL LIFT** to order these rides.

## AFTER HOURS TELEPHONE CALLS

If you call 233-5438 after 8:15 p.m. weekdays and after 6:15 p.m. weekends, you will be talking to a Broadway Cab dispatcher. Don't hang up thinking you have the wrong number. Broadway Cab handles our after hours phone

calls. However, they will only take information concerning rides scheduled for the evening you call.

## HOLIDAY INFORMATION

### Thanksgiving:

You need to order LIFT rides for Nov. 24-26, by noon on Nov. 22.

### Christmas:

Order rides for Dec. 24-26 buy noon Dec. 22; and for Dec. 27 by noon Dec. 23.

### New Years:

Order rides for Dec. 31-Jan. 2, by noon Dec. 29; and for Jan. 3 by noon Dec. 30.

For complete information, see Rider Alerts on the buses or call 238-4952 for a copy.

## SENIOR SCAMS

There are some disagreeable people in the world who prey on people who are elderly or who have disabilities. A current scam is a person who claims to represent the elderly and offers to sell them discount coupons for basic services and goods. This is a bogus program. Never give cash to someone appearing at your door. Never give your social security number to a stranger at your door. If someone appears at your door claiming to represent an agency which serves seniors, don't let them into your house unless they produce a piece of valid I.D. If you're still not sure, get the person's name and their agency. Then look up the agency's phone number in the phone book and call to see if it's okay to let the person in. It's better to be suspicious than sorry.

The Tri-Met LIFT is a door-to-door transportation service for people with physical or mental disabilities which prevent them from using regular fixed route buses or MAX. If you have comments or ideas for news articles, please call 233-5719 (TTY 233-5411).

## DON'T LOSE IT

When you get up to leave the bus, check for anything left behind—umbrella, gloves, purse. We always try to locate your lost articles, but you'll be happier if you don't lose them at all.

## COMMENTS, COMPLAINTS, COMPLIMENTS

We're happy to hear your thoughts. Orange comment cards are available on buses. If you prefer to comment to a person, ask the operator for a grey telephone numbers card, or call 238-LIFT (5438).

## WEATHER WARNING

It's that time of year again when you can't tell in the morning what the weather may be by evening. During the winter months please plan for the unexpected when you're traveling.

- Dress warmly and in layers.
- If you have diabetes carry a sandwich, piece of fruit, or roll of hard candy with you.
- If you have an Incontinence problem—travel prepared.
- If you're on oxygen you may not want to schedule long trips.
- Have a one to two weeks supply of food and medications at home in case shopping trips are canceled.

In the event of snow or ice this winter, tune to your favorite radio station or TV channel for updates. LIFT service announcements will be included with Tri-Met information.

*We wish you a happy and safe holiday season.*

Tri-Met LIFT Program  
1630 SE 8th Avenue  
Portland, OR 97214

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Permit No. 1221

**ATTACHMENT D**  
**HONORED CITIZEN UPDATE**

# Honored Citizen Update



## ATTENTION! ATTENTION!

### New Honored Citizen Fares, effective September 4, 1994

- Cash fare: 50¢
  - Discount tickets: \$4.00 for 10 unvalidated tickets
  - Honored Citizen Monthly Pass: \$10.00. Good for unlimited rides during the month of issue.
  - NEW Honored Citizen Annual Pass \$110. Once purchased, we send you your pass every month for one year.
- Honored Citizen fares are good **all hours, all zones**
  - Honored Citizen fares are the same for MAX and the buses
  - **Fare receipt:** a transfer or validated MAX ticket; keep your fare receipt until you complete your trip.
- Bus:** Your driver will give you a transfer when you pay cash or with a ticket; this transfer will be good for boarding any buses or MAX until the time torn at the top.
- MAX:** A MAX validated ticket is your **fare receipt** and will have the expiration time stamped on it.
- Be sure to board the bus or MAX before the expiration time. Your fare receipt is valid even if it expires during your ride.

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#### Valid identification (ID) for Tri-Met's Honored Citizens:

- A valid Medicare card
- Any valid identification (ID) that proves a Senior Citizen is 65 or older
- A Tri-Met Senior Citizen ID Card for people 65 and older
- A Tri-Met Disabled Citizen ID Card for people under 65 and disabled
- A Tri-Met Disabled Citizen STAR card (available to mentally retarded citizens and certain chronically mentally ill citizens **only** through the Mental Health Associations and The Arcs of Clackamas, Multnomah or Washington counties)
- A Tri-Met Disabled Citizen "A" card (available only through Tri-Met's Senior and Disabled Citizen Information Department) for people who, because of permanent disability, may need an attendant in order to ride Tri-Met. An attendant in the company of a fare-paying customer who shows a valid "A" card rides free.

#### How to Pay

##### MAX:

- You must pay your fare before boarding MAX; there are no fareboxes on MAX, and drivers don't take or check fares.
- Purchase a validated ticket from the ticket machine at any MAX station.

OR

- Validate a ticket from a 10-ticket discount book or strip in the validator by the ticket machine before boarding.
- Board MAX at any door.

##### Bus:

- Always board the bus at the front door. Show the driver your Senior or Disabled Citizen, STAR, "A" or Medicare ID card *and* your Monthly Pass.

OR

- Show your ID card **and**
- pay 50¢ cash
- or place a ticket in the farebox

OVER

## MAX & Bus:

- Keep your fare receipt until you complete your trip.
- Be prepared to show Tri-Met fare inspectors or other personnel your ID card *and* your Monthly Pass or *fare receipt*.

## Riding Tips

- Near the front of each bus are signs for priority seating for Senior and Disabled Citizens.
- If you are transferring, show the bus driver your ID card *and* your Monthly Pass or fare receipt.
- Failure to pay proper fare may result in a citation to appear in District Court *and/or* a fine.
- When you want to get off the bus pull the bell cord next to the window about two blocks before your stop.
- On MAX, sit near a door if possible. MAX operators announce and stop at each station. When the train stops, go quickly to the nearest doors; to open the doors, push the lighted button on the vertical pole next to the doors.
- If you are sight-impaired or blind, tell your bus driver where you want to get off.
- After exiting the bus or MAX, wait until it pulls away before crossing the street. *Never* cross in front of the bus or MAX.
- Ride FREE in Fareless Square; a 300-block area of downtown Portland bounded by Hoyt Street on the north, I-405 (Stadium Freeway) on the west and south, and the Willamette River on the east.
- For a recorded 24-hour message regarding current zones and fares, call 231-3198.
- You can buy an Honored Citizen Monthly Pass or 10-ticket discount book at the Tri-Met Office in Pioneer Courthouse Square; most Safeway and Albertsons stores; other neighborhood locations; or by mail.

## Other Tri-Met Services for Senior and Disabled Citizens

- Accessible Service provides lifts for riders unable to climb the steps of the bus or MAX.

**MAX:** All MAX service is accessible. Two wheelchair spaces are available on each train.

**Bus:** Each lift-equipped bus has two wheelchair securement spaces. Look for the ♿ symbol on buses, schedules and bus stop signs. All Tri-Met service is accessible on weekends.

- **Tri-Met's LIFT and Volunteer Transportation Programs** provide door-to-door rides within Tri-Met's ADA (Americans with Disabilities Act) Service Area to ADA eligible people who are unable to use Tri-Met's regular service because of physical or mental disabilities. The LIFT uses lift-equipped small buses and vans. Through the Volunteer Transportation Program, many neighborhood volunteers drive their own vehicles to provide rides.

Although over 587,000 door-to-door rides were provided last year, demand for service exceeds the funds available; not all rides requested can be provided.

### Need More Information?

For a brochure on Accessible Bus Service, an application for a Tri-Met Disabled Citizen "A" card, a LIFT application or answers to other questions, call Tri-Met's Senior and Disabled Citizen Information, 238-4952/TTY 238-5811/FAX 239-3092, 7:30am to 5:30pm, weekdays.

**ATTACHMENT E**

**CAT AGENDAS**

# AGENDA

WEDNESDAY, January 19, 1994

COMMITTEE ON ACCESSIBLE TRANSPORTATION (CAT)  
9:30AM TO 11:45AM - PORTLAND BUILDING, ROOM C  
1120 SW 5TH, PORTLAND, OREGON

Please Note: A demonstration low-floor bus will be available for perusal from 11:30 a.m. to 1:30 p.m. this day, (January 19th) just East of the Portland Building on S.W. 4th between S.W. Madison and Main. Comments are welcomed!

Time  
Allotted

- |           |   |
|-----------|---|
| 9:30-9:40 | I. Approval of December Minutes   |
|           | II. Written Communication to Committee Members and Staff (including the CAT-Requested Fiscal/Operating Monthly Report for Special Needs Transportation (SNT)) |
|           | III. Approval of the Agenda   |

## Tentative Agenda Items

- |             |  |
|-------------|--|
| 9:40-9:50   | Public Comment <sup>1</sup> on Non-Agenda Items  |
| 9:50-10:05  | Overview of proposed LIFT/ADA Eligibility Process -- Rita McNeil, Coordinator, LIFT Administration (information)   |
| 10:05-10:15 | Volunteer Transportation Program (VTP) Update -- Gary Boley, Manager, Demand/Response Programs (information)   |
| 10:15-10:30 | Report on January 10th Demonstration of Raised Platform Mock-up for Retrofitting MAX Eastside Stations and the Wheelchair Securements being considered for Tri-Met Buses -- participating CAT members, Subcommittee members, and staff (information) |
| 10:30-10:35 | Break  |

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<sup>1</sup> Public comment will be limited depending on time availability. Public comment on an agenda item will be taken during discussion of that item.

(OVER)

- 10:35-10:55 Westside Light Rail Update -- Bob Pike, Environmental Access Consultant (information)
- 10:55-11:35 Subcommittee Reports:  
LIFT/Paratransit (L/P) Subcommittee -- Georgianne Obinger, Chair  
Technical Services (TS) Subcommittee -- Judy McGuire, Chair  
Fixed Route Accessibility Subcommittee (FRAS) -- Marion Bagi, Chair
- 11:35-11:45 Staff Reports as time allows

### **STAFF NOTES:**

Persons requiring a sign language interpreter at CAT meeting should contact Tri-Met's Senior and Disabled Citizen Information department at 238-4952 or TDD 238-5811 (7:30am to 5:30pm, weekdays) at least two workdays prior to the meeting so arrangements can be made.

In addition, there is a loop system in room C of the Portland Building for people who are hard of hearing. The person who is hard of hearing turns his/her hearing aid to the "T" position which allows speech signals to be enhanced and background noise to be eliminated.

Tri-Met wishes to reimburse CAT members for transportation expenses associated with CAT meetings. Please give paid parking receipts (your name included) to Nancy Meyer, and you will be reimbursed every three to four months. Tri-Met provides complimentary monthly passes to CAT members during their terms.

Each meeting is tape recorded; if you wish to listen to the tapes of any CAT meeting from January, 1991<sup>2</sup> to the present, contact Nancy Meyer to make arrangements. Nancy's phone number is 238-4948.

To reach someone attending a CAT meeting in an emergency situation, call the Portland Building, 823-5239/TDD 823-6868.

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<sup>2</sup> Meeting tapes prior to January, 1991 were reused; however, minutes are available.



# AGENDA

WEDNESDAY, February 16, 1994

COMMITTEE ON ACCESSIBLE TRANSPORTATION (CAT)  
9:30AM TO 11:45AM - PORTLAND BUILDING, ROOM C  
1120 SW 5TH, PORTLAND, OREGON

Time  
Allotted

- 9:30-9:40
- I. Approval of January Minutes
  - II. Written Communication to Committee Members and Staff (including the CAT-Requested Fiscal/Operating Monthly Report for Special Needs Transportation (SNT))
  - III. Approval of the Agenda

## Tentative Agenda Items

- 9:40-9:55 Overview of Fares and LIFT Fare Issues -- Kathryn Coffel, Manager, Market Analysis (information)
- 9:55-10:25 Subcommittee Reports:
- Technical Services (TS) Subcommittee -- Judy McGuire, Chair
  - Fixed Route Accessibility Subcommittee (FRAS) -- Marion Bagi, Chair
  - LIFT/Paratransit (L/P) Subcommittee -- Georgianne Obinger, Chair
- 10:25-10:35 Break
- 10:35-10:45 Public Comment<sup>1</sup> on Non-Agenda Items
- 10:45-11:10 Report on Low Floor Bus Demonstration and Overview of Fast-Link (Attachment 1) -- Marty Hull, Senior Corridor Planner (information)
- 11:10-11:30 Westside Light Rail Update -- Bob Pike, Westside MAX Consultant
- 11:30-1:45 Staff Reports as time allows

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<sup>1</sup> Public comment will be limited depending on time availability. Public comment on an agenda item will be taken during discussion of that item.

(OVER)

## **STAFF NOTES:**

Persons requiring a sign language interpreter at CAT meeting should contact Tri-Met's Senior and Disabled Citizen Information department at 238-4952 or TDD 238-5811 (7:30am to 5:30pm, weekdays) at least two workdays prior to the meeting so arrangements can be made.

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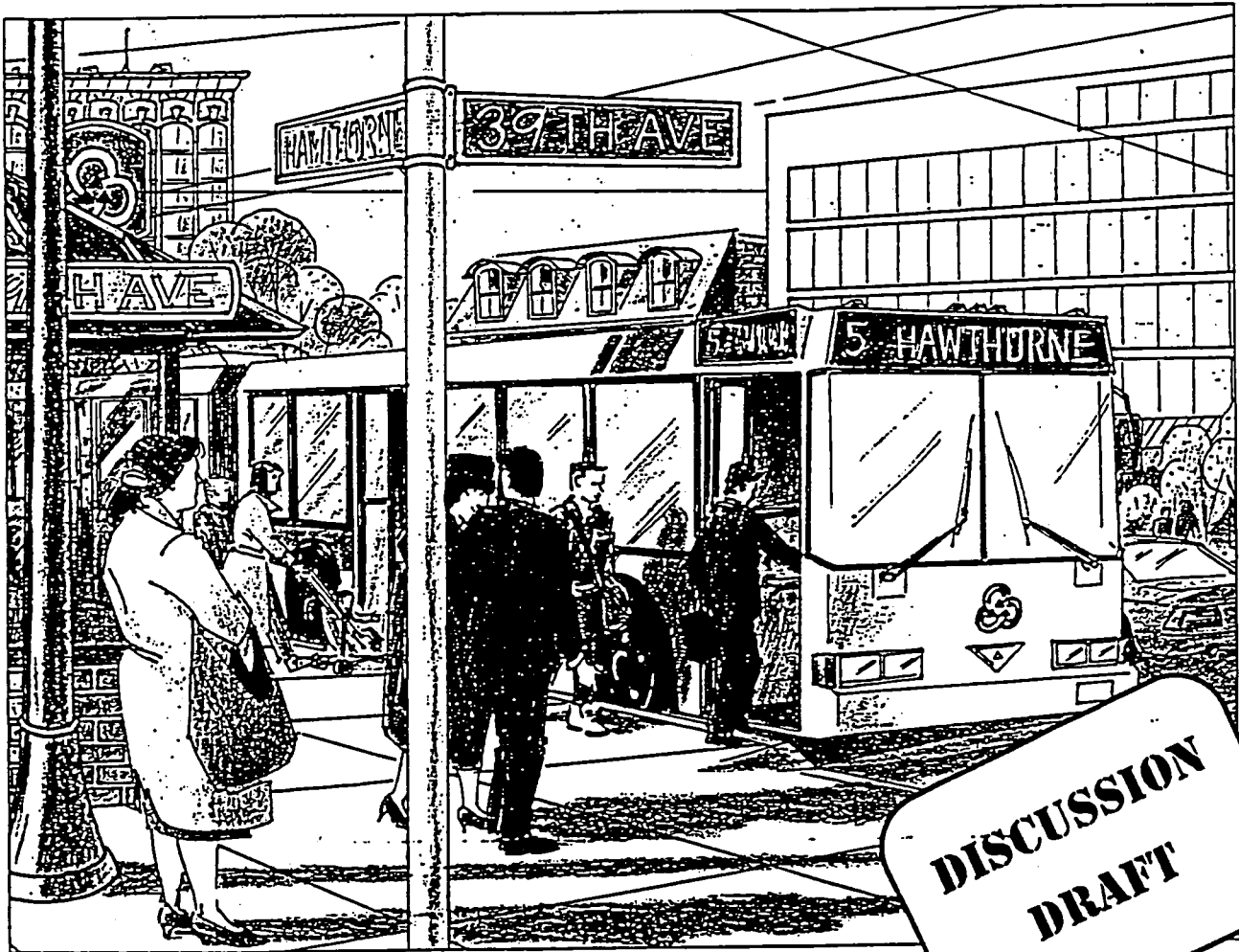
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<sup>2</sup> Meeting tapes prior to January, 1991 were reused; however, minutes are available.

# STRATEGIC PLAN

# FastLink

# SCOPING REPORT



TRI-MET

Planning and Scheduling

(Over)

# Introduction

Tri-Met's 1993 Strategic Plan: Pursuing a Shared Vision specifically lists "10-minute corridor," (called *FastLink* corridor in this report) service as a primary method for achieving an increase in ridership from 200,000 rides per day today to 310,000 by June 1997.

"Ten-minute corridors" will be created on two dozen major transit corridors, where Tri-Met will increase bus frequency, speed and comfort so that a bus comes by every 10 minutes (creating the bus equivalent of light rail). Tri-Met will work with its regional partners to determine the location of the 10-minute corridors, and will begin implementing them in 1995. Tri-Met will also work with local jurisdictions to achieve road treatments that give preference to transit.

Tri-Met's light rail service carries twice the passengers of its busiest bus route. Location, speed, capacity, and comfort are all contributing reasons why. Tri-Met, in cooperation with jurisdictions throughout the region, plans to build several new MAX routes during the next two decades. However, the expense and dedicated right-of-way required for light rail facilities can be justified only in the most heavily traveled corridors. Therefore other options need to be considered for increasing ridership overall. Fortunately, the available options for increasing transit's market share in the region are far from being exhausted.

This report takes a fresh look at Tri-Met's concept of providing trunkline transit service. *FastLink* bus service would more comprehensively serve the region in two ways: It would allow corridors slated for future MAX routes to be upgraded with improved interim service and it would provide high quality service to areas not earmarked for light rail. In addition, *FastLink* routes could be the framework around which community minibus service would be organized.

Designing *FastLink* service based on its experience with MAX, Tri-Met could offer its bus passengers some aspects of the high quality of service that MAX riders enjoy. Several methods are available to improve both the bus service itself and the image of bus transit. These have been used in other cities and include reserved lanes to speed travel and bypass congestion, rail-station-like shelters to improve comfort for those waiting, more comfortable buses, easier to understand scheduling, and more frequent service.

Improving the transit customer's experience from doorstep to final destination requires upgrading various factors that comprise a transit trip, starting with access to transit service, and including schedule reliability, travel time, and transit stop amenities. For light rail trips, Tri-Met has a high degree of control over these factors and can provide rail passengers with a high quality transit experience. Through improved facilities and operations, *FastLink* service can do the same for bus transit.

The objective of this report is to present a set of possible features for a *FastLink* transit network in order to stimulate discussion of *FastLink* service among Tri-Met, municipalities and other jurisdictions, neighborhood groups, and citizens. It is not a plan, but will lead to a process that will produce a plan for *FastLink* implementation.

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Designing *FastLink* service based on its experience with MAX, Tri-Met could offer its bus passengers some aspects of the high quality of service that MAX riders enjoy.

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**SPECIAL AGENDA**  
**WEDNESDAY, MARCH 16, 1994**  
**COMMITTEE ON ACCESSIBLE TRANSPORTATION (CAT)**  
**9:30AM TO 11:45AM - PORTLAND BUILDING, ROOM C<sup>1</sup>**  
**1120 SW 5TH, PORTLAND, OREGON**

**Time  
Allotted**

- 9:30-9:40            I.     Approval of February Minutes  
                         II.     Approval of the Agenda

**Tentative Agenda Items**

- 9:40-10:40            CAT Public Hearing<sup>2</sup> to solicit testimony on the portion of the proposed fare increase that would affect Honored Citizens (fixed route transit) and LIFT General Passengers (paratransit service) (Attachment 1)
- 10:40-11:00            CAT Discussion/Action on the Honored Citizen and LIFT Proposed Fare Increases
- 11:00-11:10            Break
- 11:10-11:25            Abbreviated CAT meeting to include:  
Westside Light Rail Update -- Bob Pike, Westside MAX Consultant (information)
- 11:25-11:45            As time allows:  
Public Comment<sup>2</sup> on Non-Agenda Items  
Written Communication to Committee Members and Staff  
Brief Subcommittee Reports and/or Staff Reports

(OVER)

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<sup>1</sup> The meeting room is accessible and a sign language interpreter will be provided for the public hearing portion of the agenda.

<sup>2</sup> Public comment will be limited depending on time availability. Public comment on an agenda item will be taken during discussion of that item.

## STAFF NOTES:

Persons requiring a sign language interpreter at CAT meeting should contact Tri-Met's Senior and Disabled Citizen Information department at 238-4952 or TDD 238-5811 (7:30am to 5:30pm, weekdays) at least two workdays prior to the meeting so arrangements can be made.

In addition, there is a loop system in room C of the Portland Building for people who are hard of hearing. The person who is hard of hearing turns his/her hearing aid to the "T" position which allows speech signals to be enhanced and background noise to be eliminated.

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To reach someone attending a CAT meeting in an emergency situation, call the Portland Building, 823-5239/TDD 823-6868.

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<sup>3</sup> Meeting tapes prior to January, 1991 were reused; however, minutes are available.

**PUBLIC NOTICE  
TRI-COUNTY METROPOLITAN TRANSPORTATION  
DISTRICT OF OREGON (TRI-MET)**

Notice is hereby given that Tri-Met will hold a public hearing before its Committee on Accessible Transportation (CAT) to solicit testimony on the portion of the proposed fare increase that would affect Honored Citizen riders using fixed route transit and riders who use the LIFT Program door-to-door service. The proposed LIFT fare changes are referred to the public from a CAT subcommittee report. The proposal comes without a recommendation from the Committee on Accessible Transportation. Please note: The current \$0.50 LIFT fare is the same as the fare charged for LIFT door-to-door service when it began in 1976, eighteen years ago.

**CAT Public Hearing:**

**DATE:** Wednesday, March 16, 1994

**TIME:** 9:40am to 10:40am

**PLACE:** Portland Building  
1120 SW 5th Avenue  
Room C, 2nd Floor

Proposed changes, if adopted by the Tri-Met Board, would take effect September 4, 1994. Proposed Honored Citizen and LIFT fare changes are:

	Current Fares	Proposed Fares
<b>CASH FARES</b>		
Honored Citizen	\$0.45	\$0.50
LIFT Program	\$0.50	\$1.00
<b>DISCOUNT TICKETS (Book/strip of ten)</b>		
Honored Citizen	\$3.50	\$4.00
LIFT Program	NA	\$9.00

(Over)

**MONTHLY PASS**

Honored Citizen

\$9.00

\$10.00

LIFT Program

NA\*

\$20.00

\*September 8, 1992 the LIFT Program began accepting Honored Citizen monthly passes on the LIFT Program if the rider was conditionally eligible to use LIFT and provided Honored Citizen ID.

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Testimony at the public hearing will be limited depending on time availability. The meeting room is accessible and a sign language interpreter will be provided from 9:40am to 11:00am.

The Committee on Accessible Transportation (CAT) is an on-going citizens' advisory committee to the Tri-Met Board, and, as such, reviews and evaluates all current and future transportation service for people who are disabled. The majority of CAT members have disabilities or represent persons with disabilities.

Written comment may be submitted to: CAT Public Comment, c/o Michelle Yung, 4012 SE 17th Avenue, Portland, Oregon 97202 on or before March 14th, 1994.

To make comment via PHONE MAIL, please call 238-5806/TDD 238-5811 and record your name, address and your comments on or before March 14, 1994.

Tri-County Metropolitan  
Transportation District  
of Oregon



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Park Woodworth  
Director, Accessible Program Development





February 25, 1994  
FOR IMMEDIATE RELEASE:

Contact: Steve Johnson, 238-4834

## **Tri-Met LIFT, Honored Citizen fare increase proposed**

A public hearing is scheduled March 16 to consider a proposed Tri-Met LIFT and Honored Citizen fare increase, part of a proposed general fare increase.

Tri-Met is considering a LIFT fare of \$1, up from the current 50 cents. A discounted book of 10 tickets would cost \$9. The increase would be effective Sept. 4.

The hearing is scheduled from 9:40-10:40 a.m. at the Portland Building, 1120 SW Fifth Avenue, second floor, room "C". The public is invited to comment before the Tri-Met Committee on Accessible Transportation (CAT), a citizens group that advises the Tri-Met Board of Directors on transportation issues of concern to people who are elderly or who have disabilities. There is no recommendation from the CAT on the proposal.

The LIFT fare is the same as when the LIFT began service in 1976. The LIFT provides door-to-door rides for people who are disabled or elderly and unable to ride regular buses or MAX. Last year, LIFT provided more than 400,000 rides, helping customers get to the doctor, work, school and other locations.

Tri-Met also proposes an Honored Citizen fare of 50 cents, a nickel increase. This would be part of regular fare increases every other year to adjust for increasing costs. Discounted books of 10 tickets would increase from \$3.50 to \$4 and the Honored Citizen monthly pass would increase from \$9 to \$10. Honored Citizens are 65 years old or older, or under 65 and certified disabled, and ride regular buses and MAX.

- more -



2-2-2-2

**Tri-Met LIFT, Honored Citizen fares**

The average cost of a LIFT ride has increased to \$12. In 1980, Tri-Met budgeted \$825,000 to operate the LIFT program. The current budget is \$6 million and provides greatly expanded service hours including early morning, late night and weekend service as mandated by the Americans with Disabilities Act (ADA). The ADA was signed into law in 1990. Costs to provide service will continue to increase as the population dramatically ages and Tri-Met reaches compliance with additional ADA mandates effective in September. At that time, LIFT will begin taking ride requests until 5 p.m. the day before the date of the ride, and make every attempt to provide all the rides requested. Under the ADA, Tri-Met could charge up to \$2.50 for a LIFT fare.

A hearing on other proposed fare increases is scheduled April 27.

**AGENDA**  
**WEDNESDAY, APRIL 20, 1994**  
**COMMITTEE ON ACCESSIBLE TRANSPORTATION (CAT)**  
**9:30AM TO 11:45AM - PORTLAND BUILDING, ROOM C**  
**1120 SW 5TH, PORTLAND, OREGON**

Time  
Allotted

- 9:30-9:40
- I. Approval of March Minutes
  - II. Written Communication to Committee Members and Staff (including the CAT-Requested Fiscal/Operating Monthly Report for Special Needs Transportation (SNT))
  - III. Approval of the Agenda

**Tentative Agenda Items**

- 9:40-9:50 Public Comment<sup>1</sup> on Non-Agenda Items
- 9:50-10:35 Westside Light Rail Update -- Bob Pike, Westside MAX Consultant and Park Woodworth, Director, Accessible Program Development (information/action)
- 10:35-10:55 Update on Fare Proposal (Attachment 1) and discussion of recommendations from CAT's LIFT Fare Task Force -- Kathryn Coffel, Manager, Market Analysis and LIFT Fare Task Force members
- 10:55-11:00 Break
- 11:00-11:30 Subcommittee Reports:
  - Technical Services (TS) Subcommittee -- Judy McGuire, Chair
  - Fixed Route Accessibility Subcommittee (FRAS) -- Marian Bagi, Chair
  - LIFT/Paratransit (L/P) Subcommittee -- Georgianne Obinger, Chair
- 11:30-11:45 Staff Reports as time allows

(OVER)

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<sup>1</sup> Public comment will be limited depending on time availability. Public comment on an agenda item will be taken during discussion of that item.

## STAFF NOTES:

Persons requiring a sign language interpreter at CAT meeting should contact Tri-Met's Senior and Disabled Citizen Information department at 238-4952 or TDD 238-5811 (7:30am to 5:30pm, weekdays) at least two workdays prior to the meeting so arrangements can be made.

In addition, there is a loop system in room C of the Portland Building for people who are hard of hearing. The person who is hard of hearing turns his/her hearing aid to the "T" position which allows speech signals to be enhanced and background noise to be eliminated.

Tri-Met wishes to reimburse CAT members for transportation expenses associated with CAT meetings. Please give paid parking receipts (your name included) to Nancy Meyer, and you will be reimbursed every three to four months. Tri-Met provides complimentary monthly passes to CAT members during their terms.

Each meeting is tape recorded; if you wish to listen to the tapes of any CAT meeting from January, 1991<sup>2</sup> to the present, contact Nancy Meyer to make arrangements. Nancy's phone number is 238-4948.

To reach someone attending a CAT meeting in an emergency situation, call the Portland Building, 823-5239/TDD 823-6868.

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<sup>2</sup> Meeting tapes prior to January, 1991 were reused; however, minutes are available.

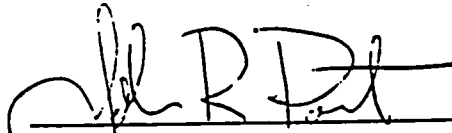
NOTICE OF PUBLIC HEARING

NOTICE is hereby given that the Tri-County Metropolitan Transportation District of Oregon (Tri-Met) will hold a public hearing on Wednesday April 27, 1994, at 3:30 p.m., in Second Floor Meeting Room "C" of the Portland Building, 1120 SW Fifth Avenue, to receive public comment on proposed fare changes. Fare changes may include changes to one or more of the following: (1) monthly passes; (2) pre-purchased discount tickets; (3) cash fares; (4) student tickets; (5) LIFT fares; and (6) new annual passes.

The Tri-Met Board will vote on the fare proposal at the Board meeting on May 25, 1994. If approved, the increase will take effect September 4, 1994.

Written or oral comments may be submitted in advance of the hearing to the Board of Directors, Tri-Met, 4012 SE 17th Avenue, Portland, Oregon 97202, at the hearing, via phonemail at 238-5806/TDD 238-5811. Further information concerning the proposed changes may be obtained from Kathryn Coffel, 4012 SE 17th Avenue, Portland, Oregon 97202, telephone 238-5860.

A person requesting an interpreter for the hearing impaired shall give Tri-Met at least 48 hours notice of the request by contacting Tri-Met at 238-4952 or TDD 238-5811, Monday through Friday, 8:30 a.m. to 4:30 p.m.

  
\_\_\_\_\_  
John R. Post  
Deputy General Manager

(Over)

# FARE PROPOSAL

## Rider Alert

Tri-Met's adopted Fare Policy calls for small, frequent fare changes, to help keep up with inflation and continue to provide reliable service to meet your needs. The last fare change was in 1992. Tri-Met is proposing a general fare adjustment to take effect September 4, 1994.

Cash	Current	Proposed
2-Zone	\$0.95	\$1.00
All-Zone	\$1.25	\$1.30
Youth	\$0.70	\$0.75
Honored Citizen	\$0.45	\$0.50
LIFT	\$0.50	\$0.75
<b>Discounted Ticket (books of 10 tickets)</b>		
2-Zone	\$8.50	\$9.00
All-Zone	\$11.50	\$12.00
Youth	\$6.00	\$6.50
Honored Citizen	\$3.50	\$4.00
LIFT	\$5.00	\$6.50
Short-Hopper	\$7.50	\$8.00
Day Ticket	\$3.25	\$3.25
<b>Monthly Pass</b>		
2-Zone	\$31.00	\$33.00
All-Zone	\$41.00	\$43.00
Youth	\$24.00	\$25.00
Honored Citizen	\$9.00	\$10.00
LIFT	N/A	*\$15.00
<b>NEW Annual Pass</b>		
2-Zone	N/A	\$363.00
All-Zone	N/A	\$473.00
Youth	N/A	\$275.00
Honored Citizen	N/A	\$110.00
LIFT	N/A	\$165.00

In addition, the time allowed on transfers for Saturdays and Sundays on buses will be increased to 2 hours. No other changes are proposed.

Public hearing on fare proposal:  
 Tri-Met Board of Directors' Meeting  
 Wednesday, April 27, 1994  
 3:30 p.m.  
 The Portland Building  
 Second Floor Meeting Room C  
 1120 S.W. Fifth Avenue  
 Fareless Square bus service and MAX

Written comments may be submitted in advance of the hearing to:  
 Tri-Met Board of Directors  
 4012 S.E. 17th Avenue  
 Portland, Oregon 97202

Comments may also be submitted via Phone Mail at 238-5806, TDD 238-5811 or FAX 239-3092.

The Tri-Met Board will vote on the proposal at the following Board meeting, on May 25, 1994. If approved, the fare change will take effect on September 4, 1994.

All meetings are accessible. Persons requiring a sign language interpreter should contact Tri-Met at 238-4952, TDD 238-5811 or FAX 239-3092 at least 48 hours prior to the meeting.

\* A LIFT pass does not guarantee a LIFT ride.



**AGENDA**  
**WEDNESDAY, MAY 18, 1994**  
**COMMITTEE ON ACCESSIBLE TRANSPORTATION (CAT)**  
**9:30AM TO 11:45AM - PORTLAND BUILDING, ROOM C**  
**1120 SW 5TH, PORTLAND, OREGON**

Time  
Allotted

- |           |   |
|-----------|---|
| 9:30-9:40 | I. Approval of April Minutes  |
|           | II. Written Communication to Committee Members and Staff (including the CAT-Requested Fiscal/Operating Monthly Report for Special Needs Transportation (SNT)) |
|           | III. Approval of the Agenda   |

***Tentative Agenda Items***

- |             |  |
|-------------|--|
| 9:40-9:50   | Public Comment <sup>1</sup> on Non-Agenda Items  |
| 9:50-10:35  | Westside Light Rail Update -- Bob Pike, Westside MAX Consultant and Park Woodworth, Director, Accessible Program Development (information/action)  |
| 10:35-10:50 | Update on the Fare Proposals (Attachment 1) -- Kathryn Coffel, Manager, Market Analysis and LIFT Fare Task Force members   |
| 10:50-10:55 | Break  |
| 10:55-11:10 | Senior Program -- Susan Storm, Operator in the Senior Community  |
| 11:10-11:20 | Nominating Task Force Report -- Jerry Delauray, Chair (information/action)   |
| 11:20-11:35 | Subcommittee Reports: <ul style="list-style-type: none"><li>• Technical Services (TS) Subcommittee -- Judy McGuire, Chair</li><li>• Fixed Route Accessibility Subcommittee (FRAS) -- Marian Bagi, Chair</li><li>• LIFT/Paratransit (L/P) Subcommittee -- Georgianne Obinger, Chair</li></ul> |

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<sup>1</sup> Public comment will be limited depending on time availability. Public comment on an agenda item will be taken during discussion of that item.

## STAFF NOTES:

Persons requiring a sign language interpreter at CAT meeting should contact Tri-Met's Senior and Disabled Citizen Information department at 238-4952 or TDD 238-5811 (7:30am to 5:30pm, weekdays) at least two workdays prior to the meeting so arrangements can be made.

In addition, there is a loop system in room C of the Portland Building for people who are hard of hearing. The person who is hard of hearing turns his/her hearing aid to the "T" position which allows speech signals to be enhanced and background noise to be eliminated.

Tri-Met wishes to reimburse CAT members for transportation expenses associated with CAT meetings. Please give paid parking receipts (your name included) to Nancy Meyer, and you will be reimbursed every three to four months. Tri-Met provides complimentary monthly passes to CAT members during their terms.

Each meeting is tape recorded; if you wish to listen to the tapes of any CAT meeting from January, 1991<sup>2</sup> to the present, contact Nancy Meyer to make arrangements. Nancy's phone number is 238-4948.

To reach someone attending a CAT meeting in an emergency situation, call the Portland Building, 823-5239/TDD 823-6868.

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<sup>2</sup> Meeting tapes prior to January, 1991 were reused; however, minutes are available.



Ordinance No. 194 in an ordinance of the Tri-County Metropolitan Transportation District of Oregon enacting a fare adjustment for "LIFT" service, and amending Tri-Met Code Chapter 19.

CAT recommended the proposed fares in this ordinance after CAT's public hearing on fares, March 16, 1994.

The fare proposal for LIFT is as follows:

LIFT cash fare: 75 cents

LIFT discount ticket (book of 10 tickets):  
65 cents(\$6.50)

LIFT monthly pass: \$15.00\*

LIFT annual pass: \$165.00\*

**\*A LIFT pass does not guarantee a LIFT ride.**

**OVER**

Public testimony on the LIFT fare proposal will be taken at the Tri-Met Board of Directors' Meeting Wednesday, May 25, 1994; 3:30pm; The Portland Building; Second Floor Meeting Room C; 1120 SW Fifth Avenue.

Written comments may be submitted in advance to:

Tri-Met Board of Directors  
4012 SE 17th Avenue  
Portland, Oregon 97202

Comments may also be submitted via PhoneMail at 238-5806, TDD 238-5811 or FAX 239-3092.

The Tri-Met Board will vote on the proposal at the following Board meeting, on June 29, 1994. If approved, the fare change will take effect on September 4, 1994.

All meetings are accessible. Persons requiring a sign language interpreter should contact Tri-Met at 238-4948, TDD 238-5811 or FAX 239-3092 at least 48 hours prior to the meeting.

# AGENDA

WEDNESDAY, JUNE 15, 1994

COMMITTEE ON ACCESSIBLE TRANSPORTATION (CAT)  
9:30AM TO 11:45AM - PORTLAND BUILDING, ROOM C  
1120 SW 5TH, PORTLAND, OREGON

Time  
Allotted

- 9:30-9:45
- I. Approval of May Minutes
  - II. Written Communication to Committee Members and Staff (including the CAT-Requested Fiscal/Operating Monthly Report for Special Needs Transportation (SNT))
  - III. Approval of the Agenda

## Tentative Agenda Items

9:45-10:00 Public Comment<sup>1</sup> on Non-Agenda Items

10:00-10:10	Presentation of Awards to the LIFT Drivers of the Year by the LIFT Service Providers -- (information)
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10:10-10:25	Convene Special Transportation Fund Advisory Committee (STFAC) -- Jan Campbell, Chair
10:10-10:20	Overview of the draft application for the Special Transportation Fund (STF) formula allocation grant for Fiscal Year 1994-1995 (FY 95) -- Tina Frost, Grant Specialist (information)
10:20-10:25	STFAC discussion and vote

10:25-10:35 Update: Tri-Met Board Action on Fares (Attachment 1) -- Kathryn Coffel, Manager, Market Analysis (information)

10:35-10:45 Report from CAT's LIFT Fare Task Force followed by CAT discussion -- Chair Kathe Coleman and the LIFT Fare Task Force (information)

(OVER)

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<sup>1</sup> Public comment will be limited depending on time availability. Public comment on an agenda item will be taken during discussion of that item.

- 10:45-10:50 Break
- 10:50-11:30 Westside Light Rail Update:  
Revised draft Fire/Smoke Emergency at LRT (Light Rail Train) Stations -- Bob Pike, Westside MAX Consultant (information/action)
- Boarding options for people Using Mobility Devices on Type 2 LRVs (low floor light rail vehicles) -- Park Woodworth, Director, Accessible Program Development (information)
- 11:30-11:40 Subcommittee Reports:
- Technical Services (TS) Subcommittee -- Judy McGuire, Chair
  - Fixed Route Accessibility Subcommittee (FRAS) -- Marian Bagi, Chair
  - LIFT/Paratransit (L/P) Subcommittee -- Georgianne Obinger, Chair
- 11:40-11:45 Staff Reports as time allows

#### STAFF NOTES:

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Ordinance No. 194 is an ordinance of the Tri-County Metropolitan Transportation District of Oregon enacting a fare adjustment for "LIFT" service, and amending Tri-Met Code Chapter 19.

CAT recommended the proposed fares in this ordinance after CAT's public hearing on fares, March 16, 1994.

The fare proposal for LIFT is as follows:

LIFT cash fare: 75 cents

LIFT discount ticket (book of 10 tickets):  
65 cents/\$6.50

LIFT monthly pass: \$15.00\*

LIFT annual pass: \$165.00\*

**\*A LIFT pass does not guarantee a LIFT ride.**

**OVER**

Public comment on the LIFT fare proposal will be taken during the Tri-Met Board of Directors' Meeting Wednesday, June 29, 1994. The meeting begins at 3:30pm in Room C, 2nd Floor of The Portland Building, 1120 SW Fifth Avenue.

Written comments may be submitted in advance to:

Tri-Met Board of Directors  
4012 SE 17th Avenue  
Portland, Oregon 97202

Comments may also be submitted via PhoneMail at 238-5806, TDD 238-5811 or FAX 239-3092.

The Tri-Met Board will vote on the proposal at the June 29th Board meeting. If adopted, the fare change will take effect on September 4, 1994.

All meetings are accessible. Persons requiring a sign language interpreter should contact Tri-Met at 238-4952, TDD 238-5811 or FAX 239-3092 at least 48 hours prior to the meeting.

ORDINANCE NO. 194

AN ORDINANCE OF THE TRI-COUNTY METROPOLITAN TRANSPORTATION DISTRICT OF OREGON ENACTING A FARE ADJUSTMENT FOR "LIFT" SERVICE, AND AMENDING TRI-MET CODE CHAPTER 19

THE BOARD OF DIRECTORS OF THE TRI-COUNTY METROPOLITAN TRANSPORTATION DISTRICT OF OREGON (TRI-MET), pursuant to the authority of Oregon Revised Statutes Chapter 267, does hereby ordain and decree the following Ordinance:

Section 1 - Amendment

Tri-Met Code Chapter 19, Section 19.15(B), is amended as specified on the attached Exhibit A which is incorporated into and made part of this Ordinance. Deleted text is in brackets, and revised text is in bold print.

Section 2 - Effective Date

This Ordinance shall be effective September 4, 1994.

Adopted: \_\_\_\_\_, 1994.

\_\_\_\_\_  
Presiding Officer

Attest:

\_\_\_\_\_  
Recording Secretary

Approved as to Legal Sufficiency:

    *Jim Goebel*      
Legal Department

EXHIBIT A

Section 19.15(B) is stricken in its entirety as indicated by brackets, and is revised as indicated by bold print.

[B. Door to door LIFT services:

- (1) The fare for door-to-door LIFT services, excluding agency rides, shall be \$ .50 per ride.
- (2) Tri-Met providers will accept Tri-Met issued door-to-door LIFT service tickets or cash as total payment for such rides.
- (3) Tri-Met providers will accept the following additional methods of total payment from passengers who use lifts on door-to-door vehicles and regular bus service lift-equipped buses:
  - (a) Regular bus service monthly passes accompanied by LIFT card in lieu of cash;
  - (b) Honored Citizen monthly passes accompanied by a LIFT card plus \$.25 cash.]

B. Door-to-door LIFT services:

- (1) The fare for door-to-door LIFT services, excluding rides paid for by agencies under contract with Tri-Met, shall be:
  - (a) Cash: \$0.75, valid all zones
  - (b) Pre-paid Discounted Tickets: 10/\$6.50, valid all zones
  - (c) Monthly Pass: \$15.00, valid all zones
  - (d) Annual Pass: \$165.00, valid all zones
- (2) The following additional methods of fare payment will be accepted as total payment for door-to-door LIFT services:
  - (a) Regular services Adult and Youth Monthly or Annual Passes.
  - (b) Regular services Adult and Youth pre-paid discounted tickets.
  - (c) Regular services Honored Citizen Monthly or Annual Pass plus \$0.25 cash.
  - (d) Regular services Honored Citizen pre-paid discounted tickets plus \$0.25 cash.
  - (e) Regular services Day Ticket.
- (3) Annual Passes must be paid for in full at the time of purchase; installment payments are not permitted.
- (4) Purchase of a Monthly or Annual Pass does not guarantee that a ride will be provided.



# AGENDA

WEDNESDAY, JULY 20, 1994

COMMITTEE ON ACCESSIBLE TRANSPORTATION (CAT)

9:30AM TO 11:45AM - PORTLAND BUILDING, ROOM C

1120 SW 5TH, PORTLAND, OREGON

Time

Allotted

- |           |   |
|-----------|---|
| 9:30-9:45 | I. Approval of June Minutes   |
|           | II. Written Communication to Committee Members and Staff<br>(including the CAT-Requested Fiscal/Operating Monthly<br>Report for Special Needs Transportation (SNT)) |
|           | III. Approval of the Agenda   |

## Tentative Agenda Items

- |             |  |
|-------------|--|
| 9:45-10:00  | Public Comment <sup>1</sup> on Non-Agenda Items  |
| 10:00-10:10 | LIFT Program/State, County, Agency Coordination -- Claire Potter,<br>Manager, Financial Planning and Gary Boley, Manager, Demand<br>Response Programs (information)                      |
| 10:10-10:30 | Communications Update - Lane Nelson, Director, Consumer<br>Programs (information)  |
| 10:30-10:45 | Nominating Task Force (NTF) - Part 2; Election of CAT Chair and<br>Vice Chair for Fiscal Year 1994-1995 (FY 95) -- Jerry DeLaunay,<br>Sam Learn and Blanche Robbins (information/action) |
| 10:45-10:55 | Update: LIFT RFP (Request for Proposal) Process -- Gary Boley,<br>Manager, Demand/Response Programs (information)  |
| 10:55-11:00 | Break  |
| 11:00-11:10 | Appreciation of CAT Members and Welcome to New CAT<br>Members (Attachment 1) -- Bill Allen, Executive Director of<br>Operations (information)  |

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<sup>1</sup> Public comment will be limited depending on time availability. Public comment on an agenda item will be taken during discussion of that item.

(OVER)

- 11:10-11:30 Westside Light Rail Update -- Park Woodworth Director, Accessible Program Development, Jeff Carrithers, Project Architect and Bob Pike, Westside MAX Consultant
- 11:30-11:45 End of Fiscal Year (FY) Subcommittee Reports:
- Technical Services (TS) Subcommittee -- Judy McGuire, Chair
  - Fixed Route Accessibility Subcommittee (FRAS) -- Marion Bagi, Chair
  - LIFT/Paratransit (L/P) Subcommittee -- Georgianne Obinger, Chair

#### STAFF NOTES:

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<sup>2</sup> Meeting tapes prior to January, 1991 were reused; however, minutes are available.

Committee on Accessible Transportation (CAT)  
July 1994 - July 1995

Marion Bagi - 7/97\*  
Member at large

Judah Bierman - 7/96\*  
Member at large

Nita Brueggeman  
Tri-Met Board member

Roger Buchanan - 7/95\*  
Metro Board member

Jan Campbell - 7/95\*  
Local government representative

Tom Ciesielski - 7/95\*  
Represents customers who are  
blind or visually impaired

Kathe Coleman - 7/95\*  
Represents customers who are  
non-ambulatory or physically disabled

Alison Gary - 7/96\*  
Represents customers who are  
blind or visually impaired

Patric Harkins - 7/96\*  
Represents customers who are  
hard of hearing or deaf

Elsie Hastings - 7/95\*  
Represents customers who are elderly

Judy McGuire - 7/95\*  
Represents customers with  
mental disabilities

Georgianne Obinger - 7/96\*  
Represents an agency supplying  
5% or more of the LIFT  
Program revenue

Robert Pung - 7/96\*  
Represents customers who are  
non-ambulatory or physically disabled

Eileen Rose - 7/96\*  
Represents customers who are elderly

Kathy Walker - 7/96\*  
Represents customers with  
mental disabilities

\*Term Ends

**AGENDA**  
**WEDNESDAY, September 21, 1994**  
**COMMITTEE ON ACCESSIBLE TRANSPORTATION (CAT)**  
**9:30AM TO 11:45AM - PORTLAND BUILDING, ROOM C**  
**1120 SW 5TH, PORTLAND, OREGON**

Time  
Allotted

- |           |   |
|-----------|---|
| 9:30-9:45 | I. Introductions (Approval of July & September Minutes scheduled for October CAT Meeting)   |
|           | II. Written Communication to Committee Members and Staff (including the CAT-Requested Fiscal/Operating Monthly Report for Special Needs Transportation (SNT)) |
|           | III. Approval of the Agenda   |

**Tentative Agenda Items**

- |             |  |
|-------------|--|
| 9:45-10:00  | Public Comment <sup>1</sup> on Non-Agenda Items  |
| 10:00-10:15 | Tri-Met's Accessible Stop Program -- Elizabeth Humphrey, Project Planner (information)   |
| 10:15-10:30 | Update Tri-Met Yearly Service Planning Process -- Ken Zatarain, Manager, Service Planning (information)  |
| 10:30-10:40 | Update LIFT Program -- Gary Boley, Manager, Demand/Response Programs (information)   |
| 10:40-10:50 | Report on the American Public Transit Association (APTA) Conference relative to the Americans with Disabilities Act (ADA) -- Nita Bruggeman, Tri-Met Board Vice President and CAT member (information) |
| 10:50-11:00 | Break  |

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<sup>1</sup> Public comment will be limited depending on time availability. Public comment on an agenda item will be taken during discussion of that item.

(OVER)

- 11:00-11:30 Westside Light Rail Update -- Park Woodworth, Director, Accessible Program Development, Jeff Carrithers, Project Architect, and Bob Pike, Westside MAX Consultant (information/action)
- 11:30-11:45 Subcommittee Reports:
- Technical Services (TS) Subcommittee -- TS Chair
  - Fixed Route Accessibility Subcommittee (FRAS) -- FRAS Chair
  - LIFT/Paratransit (L/P) Subcommittee -- L/P Chair (Staff reports if time allows)

#### STAFF NOTES:

Persons requiring a sign language interpreter at CAT meeting should contact Tri-Met's Senior and Disabled Citizen Information department at 238-4952 or TDD 238-5811 (7:30am to 5:30pm, weekdays) at least two workdays prior to the meeting so arrangements can be made.

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<sup>2</sup> Meeting tapes prior to January, 1991 were reused; however, minutes are available.

**AGENDA**  
**WEDNESDAY, OCTOBER 19, 1994**  
**COMMITTEE ON ACCESSIBLE TRANSPORTATION (CAT)**  
**9:30AM TO 11:45AM - PORTLAND BUILDING, ROOM C**  
**1120 SW 5TH, PORTLAND, OREGON**

Time  
Allotted

- |           |   |
|-----------|---|
| 9:30-9:45 | I.      Introductions & Approval of July and September Minutes  |
|           | II.     Written Communication to Committee Members and Staff (including the CAT- Requested Fiscal/Operating Monthly Report for Special Needs Transportation (SNT) |
|           | III.    Approval of the Agenda  |

**Tentative Agenda Items**

- |             |  |
|-------------|--|
| 9:45-10:00  | Public Comment <sup>1</sup> on Non-Agenda Items  |
| 10:00-10:30 | Westside Light Rail Update including the detectible warning strip issue and car design -- Bob Pike, Westside MAX Consultant, Park Woodworth, Director, Accessible Program Development and Jeff Carrithers, Project Architect (information/action)                          |
| 10:30-10:40 | Oregon Transit Association (OTA) Conference Report -- Judy McGuire, Bob Pung, Eileen Rose, Park Woodworth, and Patricia Nielsen, Accessible Programs Manager (information)   |
| 10:40-11:00 | Subcommittee Reports: <ul style="list-style-type: none"><li>• Technical Services (TS) Subcommittee -- Bob Pung, Chair</li><li>• Fixed Route Accessibility Subcommittee (FRAS) - FRAS, Chair</li><li>• LIFT/Paratransit (L/P) Subcommittee -- Kathy Walker, Chair</li></ul> |
| 11:00-11:05 | Break  |

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<sup>1</sup> Public comment will be limited depending on time availability. Public comment on an agenda item will be taken during discussion of that item.

(OVER)

- 11:05-11:20 Update New Tri-Met Oregon Medical Assistance Program (OMAP) Rides -- Nancy Thomas, OMAP Coordinator (information)
- 11:20-11:35 Update South/North MAX Light Rail Ballot Measure 26-13 -- Jim Middaugh, Public Information Coordinator (information)
- 11:35-11:45 Staff reports if time allows

#### STAFF NOTES:

Persons requiring a sign language interpreter at CAT meeting should contact Tri-Met's Senior and Disabled Citizen Information department at 238-4952 or TTY 238-5811 (7:30am to 5:30pm, weekdays) at least two workdays prior to the meeting so arrangements can be made.

In addition, there is a loop system in room C of the Portland Building for people who are hard of hearing. The person who is hard of hearing turns his/her hearing aid to the "T" position which allows speech signals to be enhanced and background noise to be eliminated.

Tri-Met wishes to reimburse CAT members for transportation expenses associated with CAT meetings. Please give paid parking receipts (your name included) to Nancy Meyer, and you will be reimbursed every three to four months. Tri-Met provides complimentary monthly passes to CAT members during their terms.

Each meeting is tape recorded; if you wish to listen to the tapes of any CAT meeting from January, 1991<sup>2</sup> to the present, contact Nancy Meyer to make arrangements. Nancy's phone number is 238-4948.

To reach someone attending a CAT meeting in an emergency situation, call the Portland Building, 823-5239/TTY 823-6868.

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<sup>2</sup> Meeting tapes prior to January, 1991 were reused; however, minutes are available.

**SPECIAL AGENDA**  
**WEDNESDAY, NOVEMBER 16, 1994**  
**COMMITTEE ON ACCESSIBLE TRANSPORTATION (CAT)**  
**9:30AM TO 11:45AM - PORTLAND BUILDING, ROOM C**  
**1120 SW 5TH, PORTLAND, OREGON**

Time  
Allotted

- 9:30-9:40
- I. Introductions & Approval of October Minutes
  - II. Written Communication to Committee Members and Staff (including the CAT-Requested Fiscal/Operating Monthly Report for Special Needs Transportation (SNT))
  - III. Approval of the Agenda

**Tentative Agenda Items**

9:40-10:00      Service Quality -- Nancy Jarigese, Transit Performance Analyst (information)

10:00-11:00	First Tri-Met Public Hearing <sup>1</sup> on the draft 1995 ADA (Americans with Disabilities Act) Paratransit Plan Update of the Tri-County Metropolitan Transportation District of Oregon (Tri-Met) which affects the LIFT paratransit service (Attachment 1) -- (information/public comment)
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11:00-11:05      Break

11:05-11:20      Westside Light Rail Update/Type II Low Floor Car Review -- Bob Pike, Westside MAX Consultant (information)

11:20-11:35      Subcommittee Reports:

- Technical Services (TS) Subcommittee -- Bob Pung, Chair
- Fixed Route Accessibility Subcommittee (FRAS) - FRAS, Chair
- LIFT/Paratransit (L/P) Subcommittee -- Kathy Walker, Chair

(OVER)

<sup>1</sup>The meeting room is accessible and a sign language interpreter will be provided for the public hearing portion of the agenda. Public comment will be limited depending on time availability.



11:35-11:45

Public Comment<sup>1</sup> on Non-Agenda Items if time allows

**STAFF NOTES:**

Persons requiring a sign language interpreter at CAT meeting should contact Tri-Met's Senior and Disabled Citizen Information department at 238-4952 or TTY 238-5811 (7:30am to 5:30pm, weekdays) at least two workdays prior to the meeting so arrangements can be made.

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<sup>1</sup> Public comment will be limited depending on time availability. Public comment on an agenda item will be taken during discussion of that item.

<sup>2</sup> Meeting tapes prior to January, 1991 were reused; however, minutes are available.

**PUBLIC NOTICE  
TRI-COUNTY METROPOLITAN TRANSPORTATION  
DISTRICT OF OREGON (TRI-MET)**

Notice is hereby given that Tri-Met will hold two public hearings before its Committee on Accessible Transportation (CAT) to solicit testimony on the 1995 ADA (Americans with Disabilities Act) Paratransit Plan Update of the Tri-County Metropolitan Transportation District of Oregon (Tri-Met) which affects the LIFT paratransit service.

**First Public Hearing:**

**DATE:** Wednesday, November 16, 1994

**TIME:** 10:00am to 11:00am

**PLACE:** Portland Building  
1120 SW 5th Avenue  
Room C, 2nd Floor

**Second Public Hearing:**

**DATE:** Wednesday, November 16, 1994

**TIME:** 5:30pm to 6:30pm

**PLACE:** Portland Building  
1120 SW 5th Avenue  
2nd Floor Auditorium

Testimony at the public hearings will be limited depending on time availability. The meeting room is accessible and a sign language interpreter will be provided at each hearing.

Tri-Met is required (by federal law issued September 6, 1991) to update the Paratransit Plan yearly and must submit the updated plan to the Federal Transit Administration (FTA) in order to be in compliance with the provisions of the ADA (Americans with Disabilities Act).

The Committee on Accessible Transportation (CAT) is an on-going citizens' advisory committee to the Tri-Met Board, and, as such, reviews and evaluates all

current and future transportation service for people who are disabled. The majority of CAT members have disabilities or represent persons with disabilities.

A draft of the 1995 ADA (Americans with Disabilities Act) Paratransit Plan Update of the Tri-County Metropolitan Transportation District of Oregon (Tri-Met) is available for public review and comment. To receive a copy (also available in large print or on tape upon request) please call 238-5806 (TTY 238-5811) and provide your name, address and request

Written comment may be submitted to: CAT Public Comment, c/o Nancy Meyer, 4012 SE 17th Avenue, Portland, Oregon 97202 on or before November 30, 1994.

To make comment by phone, please call 238-5806 (TTY 238-5811) and provide your name, address and message on or before November 30, 1994.

Tri-County Metropolitan  
Transportation District  
of Oregon

**ATTACHMENT F**  
**WRITTEN COMMENTS**

Laurie P. Sitton 3924 SE 91st Avenue Portland, OR 97266-2816  
HOME/FAX-MODEM (503) 774-3527 CELLULAR (503) 784-0891

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DATE: November 16, 1994

TO: Patric Harkins, Chair  
Tri-Met Committee on Accessible Transportation (C.A.T.)  
4012 SE 17th Avenue  
Portland, OR 97202

RE: 1995 (ADA) Paratransit Plan 1994 Update dated November 07, 1994

Dear Mr. Harkins and C.A.T.:

After an extensive review of the 1995 Americans with Disabilities Act (ADA) Paratransit Plan Update of the Tri-County Metropolitan District of Oregon (Tri-Met) dated November 07, 1994, plus an informal discussion with a few CAT members and Tri-Met staff, I would like to (as an infrequent client/consumer of paratransit services) share some of my personal concerns.

This will constitute a written accompaniment to my verbal testimony presented at the 11/16/94 CAT meeting during the 10:00-11:00 AM public hearing time slot, and referring directly to both the 1994 Plan and to the most recent 1995 DRAFT document:

*NOTE:* The table and page number in the current 1995 Paratransit Plan Update document do not correspond to the 1994 Complementary Paratransit Update.

● Page 6 in the 1995 Paratransit Update, FORM 2 -- "...Exception Report: Milestone Slippage Explanation," we find that item "c" which is listed on page 5 of the 1995 Paratransit Plan Update and referenced from the 1994 Complementary Paratransit Plan Update is missing completely. Please add. This portion of the document seems to imply a potential problem with and significant reliance on a computer [scheduling] program. Please clarify when the anticipated "bugs" will be worked out and the program will be completely functional. It appears as if the original deadlines have been pushed out from 04/95 & 06/95 to 06/95 & 08/95. Correct?

Continuing on page 6, FORM 2 of the 1995 Paratransit Plan Update, I must say I disagree with the claim of computer program problems before monitoring of some of the above mentioned data can be gathered. I submit, rather, that the problems stem more from an unwillingness and lack of affirmation from staff as to the documented importance and justifiably legitimate needs of the many transit-disadvantaged clients they have and are mandated to serve.

The terms "*timely pick-ups*" and "*reasonable trip lengths*" are used with no indication of what they mean. So far, a standard the LIFT program seems to have set for itself for "*timely pick-ups*" is for clients to be ready for their pick-up ride at least 1 hour prior to the scheduled appointment or requested ride. Will this standard apply to the return trip as well? That is to say, when clients call for their return ride, can they anticipate a wait no longer than 1 hour? Also, what is a "*reasonable trip length*"? Some transportation

**1995 Paratransit Plan Update of Tri-Met:  
November 16, 1994 Public Hearing**

3

demand and service estimates, the 29.1% and 28.4% increase in LIFT operating expenses will be for additional drivers, fuel, vehicle maintenance, and the like? Can you help me better understand these figures? In addition, are there any figures ready to be placed in the assorted categories on page 18 regarding the estimated profile of the ADA paratransit customers? I'd be very interested in seeing those as well.

In closing, I still feel that the true demand and need for paratransit services in the community are not accurately reflected in the numbers we see here. Many people still simply avoid or stop making ride requests after repeated turn-downs or denials. While I understand the new software program will facilitate better tracking, I continue to strongly encourage aggressive measures (however crude for the time-being) in the development of tracking methods of the number of incoming LIFT telephone calls, rider requests, turn-downs, pick-up, delivery and return ride waiting times, etc. It is so important to have the data, to begin gathering the data *now*, for future analysis and evaluation.

Thank you for your time and consideration of these issues.

Sincerely,

Laurie P. Sitton

CC: Tri-Met Board of Directors  
Tom Walsh, Tri-Met General Manager  
Tri-county Disability Services Advisory Councils  
Independent Living Resources Board of Directors  
City/County Advisory Committee on the Disabled



## ***DISABILITY ADVOCATES COALITION***

**P. O. Box 68369, Oak Grove, Oregon 97268  
(503) 655-8640  
(503) 650-8941 fax**

November 15, 1994

Dear C.A.T. members:

The Disability Advocates Coalition of Clackamas County are a citizens advisory group who advocate for the rights and needs of people with disabilities and would like to comment regarding the Tri-Met ADA Update Plan for 1995.

Clackamas County is a large geographical area and is served by very few fixed route lines. Because of this, people with disabilities who live outside of the 3/4 mile limit, especially in rural areas, are highly restricted, or barred, from using para-transit or fixed-route. The Disability Advocates Coalition urges serious reconsideration of this narrow option to meeting ADA criteria. The 3/4 mile corridor for para-transit must be expanded in order to deliver service effectively for Clackamas County residents.

In addition, those who were originally using LIFT before the 3/4 mile limit went into effect were told that they would be "grandfathered in" if they lived outside the restricted corridor. Now, they are being told that only those rides that were "standing orders" (as in work or dialysis rides) qualified for grandfathering purposes, not the person or other rides they might request. Nowhere before was the "standing order" aspect stated.

We would like to advocate for a more equitable use of transportation funds and Clackamas County payroll tax dollars. According to figures provided by Tri-Met staff, payroll tax dollars designated to provided rides from Clackamas County were under-spent by \$321,409, while tax dollars were over-spent by \$28,292,391, in Multnomah County (see attached).

We also encourage a more aggressive approach to limiting ride-time for passengers on the LIFT to an hour, with the exception of extremely long distances. Beginning steps should be taken now to monitor and collect data on length of rides despite the lack of sophisticated software.

Sincerely,

*Donna J. Crawford* <sup>DMC</sup>

Donna J. Crawford, Chair  
Disability Advocates Coalition of Clackamas County

Allocation of Payroll Taxes, Ridership, and Service by County

Fiscal Year 1994

	<i>Fixed Route Service</i>	<i>Clackamas</i>	<i>Washington</i>	<i>Multnomah</i>	<i>Total</i>
Payroll Tax	\$12,786,414	\$19,546,821	\$49,615,016	\$81,948,251	
Self Employment Tax	<u>\$835,959</u>	<u>\$1,277,020</u>	<u>\$3,241,414</u>	<u>\$5,353,787</u>	
Total:	\$13,622,373	\$20,823,841	\$52,856,430	\$87,302,098	
Annual Vehicle Hours	204,149	316,117	1,245,878	1,765,644	
System Cost/Vehicle Hour	\$65.16	\$65.16	\$65.16	\$65.16	
Cost of Service Received	\$13,302,358	\$20,598,184	\$81,148,821	\$115,049,363	
Annual Revenue Hours	145,523	224,104	945,201	1,314,828	
Avg Weekday Rides	16,100	30,000	169,300	215,400	
% of Total:					
Annual Payroll Receipts	15.6%	23.9%	60.5%	100%	
Annual Revenue Hours	11.1%	17.0%	71.9%	100%	
Annual Platform Hours	11.6%	17.8%	70.5%	100%	
Weekday Boarding Rides	7.5%	13.8%	78.6%	100%	

\* Breakdown of payroll tax by county based on 1992 employment by county.

Hours and Rides based on spring 1994 data.

10/26/94

13:14

TX/RX NO. 0243

P. 002





# CLACKAMAS COUNTY

Department of Human Services

Social Services Division

Community Action Agency  
Area Agency on Aging

JOHN MULLIN  
DIRECTOR

November 16, 1994  
Tri-Met  
Committee on Accessible Transportation  
Hearing on the 1995 ADA Paratransit Plan Update  
Testimony of John Mullin

---

Members of the CAT Committee, my name is John Mullin, and I am the director of Clackamas County Social Services. I am also the Special Needs Transportation Facilitator for Clackamas County. Thank you for the opportunity to testify today.

I will limit my comments to three general areas:

The 3/4 mile corridor - We testified last year that we were concerned about the limitations of this approach to ADA compliance. We are in the process of analyzing the impact of this policy by mapping the corridors in Clackamas County. We will share this information with Tri-Met as soon as we have completed our review. As you will note, this issue is of concern in attached testimony from: the Clackamas County Senior Transportation Consortium; the Focal Point Committee of the Clackamas County Area Agency on Aging Advisory Council; and the Disability Advocates Coalition of Clackamas County.

Service outside the Tri-Met district - In addition to Tri-Met, we have two additional transit districts in Clackamas County: SMART Transit District in the Wilsonville area; and the Molalla Transit District (soon to be renamed South Clackamas Transit District). We also have substantial areas outside of any of the three districts. We need to collectively review and plan for the ADA paratransit needs of the entire county. I believe we have taken steps to begin that process.

Molalla Transit District - Last year, Tri-Met and the Molalla Transit District (MTD) had a joint plan, as MTD was contracting with Tri-Met to provide transit services for the district. The contract with Tri-Met was in place until August of this year. Now that the district has a new provider, we understand that Tri-Met, through the LIFT program, will continue to provide services to people in the area who have been "grandfathered" in. This presents a problem for new ride requests. In addition, it is our understanding that LIFT services will be discontinued in the MTD area by July 1, 1995. We are concerned about the possibility of losing this service altogether. MTD will be working on an ADA plan in the months ahead. It is vitally important that Tri-Met and MTD, once partners in ADA planning, work together with us to ensure that eligible riders are served now and in the future.

MEMORANDUM

TO: Tri-met ADA Hearing

FROM: Clackamas County Senior Transportation Consortium

RE: ADA Plan and Services in Clackamas County

DATE: 11/16/94

The Senior Transportation Consortium is an organization of the eleven senior centers and congregate meal sites in Clackamas County. The members provide more than 65,000 rides annually to senior riders, the majority of whom are ADA-eligible. However, for many of these riders, as well as other ADA-eligible residents of the area, use of the LIFT program or lift-equipped fixed-route buses is either impractical or not an option.

The Transportation Consortium is concerned that many ADA-eligible senior riders in their service areas do not live within the three-quarter-mile boundary that Tri-Met has defined in its mandate for service. Fixed route service is also not available or accessible to many of our members' riders. Even ADA-eligible riders whose rides originate and end within the three-quarter mile boundary often do not, as a practical matter, receive service from the LIFT program.

The Consortium is currently engaged in a project to map the senior center service areas and population distribution of seniors and persons with disabilities in relation to Tri-Met's fixed route lines and the three-quarter mile ADA service boundary. Consortium members are also tracking the number of rides they provide to ADA-eligible riders. We hope to share this information with Tri-Met as soon as it is completed. In the meantime, we ask that Tri-Met:

- (a) recognize that the ADA plan based on a three-quarter mile boundary around fixed routes is inadequate in a rural area such as Clackamas County; and
- (b) pledge to work with the Consortium and other local bodies to develop a feasible plan to serve ADA-eligible riders throughout Clackamas County.

Clackamas County  
Area Agency on Aging  
Focal Point Committee  
18600 S.E. Mc Loughlin Blvd.  
Milwaukie, OR 97267  
(503) 655-8740

November 15, 1994

Tri-County Metropolitan Transportation  
District of Oregon (Tri-Met)  
4012 SE 17th Avenue  
Portland, OR 97202

RE: 1995 Paratransit Plan

The Focal Point Committee of the Clackamas County Area Agency on Aging is the committee that addresses the transportation problems of the aging citizens and persons with disabilities in Clackamas County. This population is poorly served and we would appreciate your full attention to the needs of these individuals.

The issues are complicated, made up of a multitude of concerns, solutions, funding sources and jurisdictions. Because the fixed route system is minimal in Clackamas County, the 3/4 mile corridor serving the ADA eligible rides leaves many residents without access to paratransit. Because of the lack of access, other transportation providers have been established without the benefit of any Tri-Met dollars.

There has been a Transportation Consortium formed in Clackamas County which has managed to get Oregon Department of Transportation tax dollars, this is a temporary grant for three years and is not enough to fund the operation of the focal point transportation system. The fact is that Tri-Met dollars are needed by this transportation system-- which operates more efficiently and effectively at the local level than Tri-Met is able to provide the services.

These programs are helping Tri-Met reach the federal mandate and we want Tri-Met funds available to fund the programs.

Tri-Met needs to assist seniors and people with disabilities.

Sincerely,



Harold Stohler, Chairman  
Focal Point Committee  
Area Agency on Aging



## ***DISABILITY ADVOCATES COALITION***

P. O. Box 68369, Oak Grove, Oregon 97268  
(503) 655-8640  
(503) 650-8941 fax

November 15, 1994

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*Donna J. Crawford* <sup>AN 20</sup>

Donna J. Crawford, Chair  
Disability Advocates Coalition of Clackamas County

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**Fiscal Year 1994**

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 Hours and Rides based on spring 1994 data.

OCT-26-1994 13:13 TRI-NET 4TH FLOOR 503 239 6463 P.02

10/26/94 13:14 TX/RX NO. 0243 P. 002

*received 11-17-94*  
*nm*

Harold W. Baugh  
1904 Loma Vista St.  
Pasadena, CA 91104  
November 16, 1994

Nancy Meyer  
4012 S.E. 17th. Ave  
Portland, OR 97202

Dear Ms. Meyer:

My wife and I frequently visit Portland since our son Bruce lives there. He is himself handicapped, though not in a wheel chair at this time. We are especially concerned for Ms. Bonnie Matsler, a close family friend.

I would like to comment on the new vans for transportation of handicapped persons, particularly vans with un-powered ramps. These new vans offer some benefits to the users, but they are not quite acceptable in their present state of design. As an engineer with 45 years experience in aerospace, 35 of which were with NASA, I admire the effort, since it solves a basic problem of the power-driven lifts. I have seen wheelchair occupants "stranded" on a lift that has developed a jam, and that is very distressing to the occupant.

One problem with the current design is that the entry space just isn't wide enough to accommodate a standard electric wheel chair. There is a vertical post about six inches ahead of the rear edge of the entry that makes it nearly impossible to climb the ramp and enter the van in one try -- I've seen it take three attempts, with some help from someone outside the van.

Another difficulty is that the body of the van itself is too short. There isn't enough room for the occupant turn the chair to face forward with their own controls; they must put their chair out of gear and rely on the driver to move it into place by pure muscle power. While most drivers are very considerate, some are not, and in any case this task is really too much to impose on any of them, not to mention the psychological impact on the occupant.

Still another result of is that the lenses on the tail light assemblies are often broken, leaving the occupant with a hazardous condition. A further consequence of the short van length is that the chair's foot-rests (which some occupants need at all times) must be removed to permit proper positioning.

In summary, I feel that a good start has been made, but more work is needed, and I offer some suggestions as to approach. Can you widen the entry space? Is there a longer version of the van available? Would a different make of van be more suitable?

Sincerely yours,

*Harold W. Baugh*

Received 11/30/94

1904 Loma Vista Street  
Pasadena, CA 91104  
November 27, 1994

Nancy Meyer  
CAT Committee  
4012 SE 17th Avenue  
Portland, OR 97202

RE: ADA Qualification

Dear Ms. Meyer

I am writing to you because of my concern about the detrimental effects the current operating procedures of TRI-MET are causing in the life of a dear friend, Ms. Bonnie Matsler. Although we live at a distance, family ties bring us to Portland frequently, so I have had the opportunity to observe these effects firsthand over an extended period of time.

As these conditions come under review by the CAT Committee, we look for effective changes in policy, and their immediate implementation, which will correct this harmful situation.

My friend, Ms. Matsler, uses a wheelchair for mobility, and she depends on public transportation. Whenever possible, she uses the excellent service of regularly scheduled busses and light rail. She - and I - are well pleased with the overwhelmingly caring and skilled operators who operate the lifts, and their pleasant and courteous manner when assisting patrons who are handicapped.

However, at times Ms. Matsler has special transportation needs that cannot be met by regularly scheduled means, and then she must call on the services of lift-equipped vans. She is a mature, degree-completion student enrolled at Concordia College, and her special needs center on her schedule of college classes.

I am shocked and appalled by the extremely poor level of service that Ms. Matsler has been subjected to during the current college term, and by the detrimental effects she has suffered as a result.

The terms of van service demand that the client be instantly ready to board the van, over quite a long time frame, and this in itself can be very stressful. This requirement means a lengthy wait outdoors in inclement weather. As able-bodied persons, any of us would be uncomfortable waiting over an hour at night, in drenching rain and low temperatures exacerbated by wind chill. Can you possibly imagine how the difficulties are multiplied for a person who must remain seated in a wheelchair? The long waiting time at night also raises the important issue of personal safety, in an area where crime statistics tend to be high.

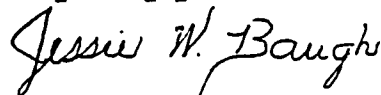
The seemingly cavalier attitude toward honoring even their very broad-range time commitments are contributing to other problems for Ms. Matsler. On mornings when she is scheduled to leave early for class, Ms. Matsler attempts to follow her physician's instruction to eat a hot breakfast when she arrives on campus. Good nutrition is essential for her effective functioning, and she carefully plans for it. But often the van is so late that meal services have closes, and so she must begin her academic day without her breakfast. This leads to weakened physical condition and to impaired intellectual functioning.

On days when her classes are scheduled during evening hours, she has suffered the ill effects of prolonged exposure, and her physician has been forced to order her to remain at home to recover on several different occasions. As you know, missing classes can jeopardize one's college coursework.

Here we have a woman of great proven ability, determined to overcome numerous physical challenges to that she can qualify as a social worker. In her professional capacity she will be a productive member of society, contributing valuable services to the community. She is being severely restricted in working toward her valuable goal by the dysfunctional operation of a transportation plan which is intended to help her.

What a tragic personal and social loss would occur if Ms. Matsler should be kept from achieving her full potential because she cannot rely on her transportation! Surely TRI-MET can improve its services to Ms. Matsler and other handicapped riders. For instance, reducing the "ready and waiting" time to 15 minutes on either side of the appointment would correspondingly reduce stress and exposure. The college campus includes a hall whose full-length glass doors look out on the parking lot. It is secure, warm, and well-lighted, with ready access to security people. Could Ms. Matsler wait there, and the driver give her the few minutes it would take to cross to the drive? I am certain that there are other thoughtful and innovative ways that will occur to the CAT Committee to bring the van program to a level of service that will truly serve the handicapped population who make up its clients. I look forward to hearing just how the Committee will choose to bring this about for Ms. Matsler, and all the riders who depend on reliable transportation to live full, productive lives.

Very truly yours



Jessie W. Baugh



9009 NE Irving  
Portland, Oregon 97220  
October 24, 1990

*Received 11-21-94*

City of Portland  
Bureau of Licenses  
%Mr. John Hamilton  
1120 SW Fifth Avenue  
Portland, OR 97204

Dear Mr. Hamilton:

I am writing you with many concerns about the newest style of non-motorized accessible wheelchair vans. I like the fact that they do not have motors to stop at inconvenient times. However, so much is wrong with implementation that I strongly encourage the City of Portland NOT to adopt the design, and to make further changes before granting final approval.

I use a stripped down model of standard electric wheelchair which falls within the measurements for the ADA Standards. I have tried to ride several times in the past weeks and find the following specific problems:

\*The side door is too narrow. I always have difficulties clearing my hand-control. It generally takes the driver and me at least three tries to enter the cab. Usually, it requires the assistance of a third person to reposition the chair as I back up the ramp.

\*The body of the cab is too short. I cannot make the turn from my angle at entry to facing forward for tie-down under my own power. I must relinquish control of the chair to the driver, who must physically drag the chair into position. Even when I do, it is necessary for me to remove my chair's foot pedals for the duration of the trip.

I feel, as do my friends, that it should never be necessary for me to turn my chair off, and let others push it around. The whole point of an electric wheelchair is that I am able to maneuver independently. Under the current design I am required to become completely passive. While some cab drivers show a great deal of skill and sensitivity to their duties, others sling me around in extremely uncomfortable and distressing ways.

The issue of foot pedals is also a serious one. It happens, at the present time, my feet, ankles, and legs are in a condition that I do not need the pedals constantly, so being without them for a vehicle is no serious hardship. However, this is not always the case. Sometimes my feet do need constant support; at these times, this design would simply not comply with my physical needs. Nor should the needs of all disabled be assumed to stop

with mine. My physical limitations are not nearly as severe as those of many other riders, for whom this design would never serve at all.

My friends, having had the experience of observing me stuck on a broken mechanical lift, and trying to help me off in safety; are immediately favorably inclined to the idea of a cab design that does not require it. But the following changes MUST be made to satisfactorily implement that idea.

\*The door of the cab (that is. the space between the door frame at the front and the support of the ramp for the ramp at the rear of the entry space) must be widened at least by six inches. This would allow wider wheelchairs to enter without obstacle.

The interior of the cab available for loading and turning must be wider and longer. Wheelchairs really need at least two more feet or so to get on, turn, and move forward without being dragged around.

Thank you for your attention, I look forward to seeing a successor to the current design of cab that combines the desirability of a simple ramp with the space necessary for wheelchairs and their users.

Sincerely yours,

Bonnie L. Matsler  
(503) 257-1039

cc: Broadway Cab Co.  
cc: Nancy Meyer ADA Comment

November 28, 1994

(received 11-28-94)  
am

CAT Public Comment  
c/o Nancy Meyer  
4012 SE 17th Avenue  
Portland, OR 97202

ATTN: NANCY MEYER:

I called November 16, 1994, Wednesday, 6:30 p.m., <sup>about</sup> a verbal comment on my grievances with the Tri Met Lift Program, door to door service provided by LIFT, public hearing for CAT on Accessible Transportation.

On October 5, 1994, I filled out an application form, requesting to use the Tri Met Lift Program. I received a letter from Tri Met the first week of November. Rita McNeil wanted me to be evaluated by Dr. Robert Vincent. She wanted an independent evaluation. Tri Met would be willing to pay for this doctor's examination and sent two lift tickets. Rita McNeil was unable to make a determination based on my information. The final determination would be made by Dr. Robert Vincent.

Monday, November 14, 1994, 9:00 a.m., I scheduled this appointment. I called LIFT to schedule a ride, by their criteria, a letter dated October 14, 1994. The letter was post marked October 31, 1994. I called a few days in advanced and I called November 12, 1994, Friday, after 1:00 p.m. to find out when the LIFT would pick me up on ~~Monday~~ Monday morning, November 14, 1994. I was given the wrong day to call, I had to call November 13, 1994, Sunday, after 1:00 p.m. Once more, I called and my trip was confirmed by computer with the correct information and pickup time would be November 14, 1994, 8:00 a.m.

Monday morning, I went downstairs at 7:45 a.m. and I waited until 8:45 a.m. The LIFT never showed up. I went back upstairs and received a phone call at 8:50 a.m., from the Broadway Cab Co. A man said I had ordered a cab, I did not. A minute later I received another phone call, from Mrs. Taylor, #206, one of the managers in this building ~~who~~ told me the Tri Met Lift was late and would not be able to pick me up and they had sent a Broadway Cab. I told her no I would not accept the ride. I cancelled the doctor's appointment.

I contacted three different agencies; Oregon Advocacy Center, Disability Advocates Coalition, c/o Georgianne Oblinger, and scheduled an appointment with Oregon Legal Services, Angelica R. Vega, who ~~now~~ is representing me in this matter.

I rescheduled a doctor's appoint<sup>ment</sup> for November 22, 1994, 10:00 a.m. I had called the LIFT Program to look into my application and I had wanted to speak to Rita McNeil, why my doctor was not notified. She was not willing to discuss this with me. I was told the lack of information was very little. Previously that week, I had contacted Janet Gshwend, Case Manger from Clackamas County Department of Human

Services, Social Services Division, suggested I mention this problem to my personal physician's Dr. Kip Kemple and Dr. Howard Gandler. I spoke to their nurse, Gaye Cameron and she said that they did not receive any calls or a form to fill out, which is the regular procedure with Tri Met's LIFT Program.

On November 22, 1994, Tuesday, at 9:00 a.m., for the LIFT to pick me up at 9:15 a.m. I had called the previous afternoon to call for their schedule. At 9:35 a.m., I went back up stairs to my apartment to call the LIFT Program. I was talking to Jena, who placed me on hold, and I got cut off. I went down the hall-way and the LIFT was pulling away.

There were three ladies downstairs. At least one of those ladies, I told her I was waiting for the LIFT. Jena told me that the male driver spoke to the ladies and they told him no one was waiting for the LIFT. Once more I kept calling the LIFT. It was extremely busy, I was placed on hold and someone transferred me back to Jena. Jena told me that the driver had told her I had not shown up for the pickup. She verified our conversation and told him I did show up. I canceled once more.

I am filing a grievance against the Tri Met LIFT Program. I have been treated unfairly. I am extremely angry, because I have to justify my disabilities with Tri Met. I feel that I am being discriminated, degraded, and belittled because I am a woman with a disability and by Tri Met's Regulations, they will not believe me. I am extremely angered, hurt, and I feel very violated by this system. Changes need to be made for myself and people with disabilities.

Tri Met did not contact my physicians. My main disability is Fibromyalgia Syndrome. I do have problems riding the Tri Met System. Recently I have moved to Clackamas County to receive better services. I have to walk six blocks to a bus stop #75. This bus stops running in the early evening and only goes to S.E. 45th and Harney and does not go to the Milwaukie Transit Center. The other buses either do not run on weekends and bus services are only until the early evening hours, or run on an hour during the weekdays. A Tri Met Shuttle stops at Hillside Manor at 10:32a.m. and comes back to Hillside Manor at 1:15 p.m., only once a day.

My disabilities affect my independence and often prevents me from using the Tri Met buses and Max. I cannot carry, lift, or walk long distances. I am affected by extreme temperatures, balancing, falling, and chronic pain and fatigue. I also have arthritis, rheumatism, and degenerating discs in my back and neck. Fibromyalgia Syndrome is a very rare and chronic disease which affects my muscles and I am in constant and chronic pain. It is not a visible disability, and I have to wear wrist extensions on my hands, so that I can grasp objects and be able to use my hands when needed. My disease is not curable and is permanent.

Since 1969, I've been riding Tri Met. So, I am aware of the passengers, and bus drivers who are not allowing people with disabilities except the blind, wheelchairs, or elderly patrons to have priority seating. Most of the time, especially during the busiest time of the day, it is not possible. Many bus drivers do not pull up to the side of the curb. This would make it easier for us to get on and off the bus easier. Standing in the street and stepping up several more inches and grabbing the hand rails so I don't fall, causes people like myself to have more pain and fatigue.

A few years ago, I was waiting for #77, leaving from the Gateway Transit Center across from the Fred Meyer's Store. The bus driver stopped and I climbed up the steps and I held on to both hand rails, behind the driver's seat and I showed him my bus pass. I did have both hands on the arm rails and he put the bus in gear and braked. I went down on the floor with both legs split out and landed on my left leg bent underneath of me. There was oil and water on the bus floor. He helped pull me up and I made it home. I filled out an accident report, because he admitted it was his fault, because he didn't wait for me to sit down. I won the accident claim, but Tri Met did not pay <sup>me</sup> only my doctor's bill. I suffered with torn muscles for six weeks. I have witnessed other people falling or falling on <sup>me</sup>, myself and other people.

I am not willing to see Dr. Robert Vincent. I feel this letter, and notification of agencies and my physicians will validate my case. People with disabilities are human beings and deserve to be treated fairly. Are my rights being violated by the American Disabilities Act? Our legal rights and protection under this law is being violated. Once more, I want to stress that changes need to be made by education, awareness, advocating, accessibility, better time schedules, more buses, and better treatment for people with all kinds of disabilities for safer transportation services, educating passengers, and Tri Met drivers. These are very important issues and they need to be heard. If I can further be of assistance to these issues, please contact me at my address or by phone. I will also be making several copies of this letter to the agencies and my physicians.

Sincerely,

*Karen Meanea*

Karen Meanea  
Hillside Manor  
2889 S.E. Hillside Ct. 3#03 #303  
Milwaukie, OR 97222-3610  
794-0872.

**ATTACHMENT G**

**CAT ACTION ON PARATRANSIT PLAN UPDATE**

NANCY N. RUSSELL  
4921 SOUTHWEST HEWETT BOULEVARD  
PORTLAND, OREGON 97221

Dec. 5, 1994

Jon Kvistad  
METRO  
600 N.E. Grand  
Portland, OR 97232

Dear Mr. Kvistad:

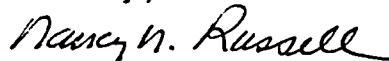
As a native Oregonian, age 62, I am aware that the most precious economic commodity we have as a state is our quality of life. That has been said many times, hasn't it? Well, it's true.

It is hard for politicians to resist the pressures from land developers, but we must resist that pressure or Oregon will be like any other place, not special.

I am counting on you NOT to include any farm or forest land in lands designated for urban reserves in the Region 2040 Growth Concept. Also, compact mixed-uses must be clustered around transit lines, so we reduce sprawl and the use of the automobile.

I urge you to look to the future and not to be pressured by selfish, short term interests that favor urban sprawl.

Sincerely,



Nancy N. Russell

P.S. Please send a copy of this letter to the other commissioners.  
Thanks. NR

# METROPOLITAN HUMAN RIGHTS COMMISSION

1120 SW Fifth Avenue, Rm. 516  
Portland, Oregon 97204-1989  
City of Portland ♦ Multnomah County ♦ (503)823-5136/Voice/TDD Fax 823-0119

Winter 1995

## Diversity Brings Its Own Rewards

The Metropolitan Human Rights Commission presented two Diversity Awards at its annual dinner.

The winner of the Business Diversity Award was **Rejuvenation, Inc.**, which specializes in antique house parts and reproduction light fixtures. **Port City Development Center**, a work activity center for 74 mentally or developmentally disabled adults, received the Non-Profit Diversity Award.

Forty-six percent of Rejuvenation's workers are minorities. They come from Russia, Vietnam, Cambodia, Laos, Tibet, Czechoslovakia and Mexico. Rejuvenation, Inc. offers

*(Please turn to Award, page 3)*



*MHRC Commissioner, Charu Manchanda Nair talks to Bill Welch and Nhan Huynh of Rejuvenation, Inc, winner of the MHRC Business Diversity Award*

## Choosing A Diversity Trainer Made Simpler

The task of choosing a diversity trainer for your organization has been made easier with the publication of "**Road Map For The Journey - A Diversity Training Resource Guide**" by the Metropolitan Human Rights Commission.

The Diversity Training Resource Guide contains a short history of diversity training, questions you should ask yourself before calling a diversity trainer and selection criteria to help you choose one. The Guide also contains a listing of local diversity training professionals.

The diversity training field has grown quickly, and has become quite sophisticated. In the early days it focused on relations between the races. Now diversity training covers organizational analysis and development, gender concerns, disability issues, age discrimination, religious tolerance, sexual orientation, work styles, and communication styles.

The outcome of diversity training can be an organization that functions with better communication and teamwork, and whose customer relations improve the image and acceptance of the organization in the marketplace.

The Guide was published with a grant from **Pacific Gas Transmission Company**, which chose Portland as its new headquarters, partly based on our acceptance of diversity!

The Diversity Training Resource Guide is available to organizations by calling 823-5136.



## Civil Rights Ordinance

Laws exist which protect citizens from discrimination in areas that profoundly affect the quality of life: housing, employment and public accommodation. If a person is refused a rental, fired from a job or refused service in a restaurant because of characteristics listed below, the discrimination is illegal and citizens may seek remedies through the legal system.

The Portland City Council, in an effort to expand protection against discrimination to every individual in the city, passed a civil rights ordinance in

1991 which protects basic human rights in areas of employment, housing and

public accommodation. The ordinance extends protection to include not only race, religion, color, sex, marital status, familial status, national origin, age, mental or physical disability, but also sexual orientation and source of income. "Sexual orientation" includes actual or supposed homosexuality, heterosexuality, or bisexuality. "Source of income" includes income from employment, unemployment benefits, welfare, social security, or other legal, non-employment income. The ordinance covers employment, housing and public accommodation.

If you think you have been discriminated against for any of these reasons, you may file a complaint with the Civil Rights Division of the Bureau of Labor and Industries. The Bureau has the responsibility for enforcing the Civil Rights laws for federal, state and city government.

You will be responsible for documenting the

situation that led to your complaint. The documentation should include dates, names, addresses and phone numbers of any witnesses. The intake officer will decide, based on the information you provide and their own investigation, if you have the basis for filing a complaint. The time line varies for the handling of different types of complaints. The process for resolving complaints can be lengthy, therefore, the sooner the complaint is filed, the better. Possible outcomes of a successful complaint include re-employment,

back pay or other benefits, rental of property, out of pocket expenses, and compensation for

**Those who deny freedom to others  
deserve it not for themselves.**

*Abraham Lincoln*

emotional distress.

You may reach an intake officer in the Portland office of the Bureau of Labor and Industries by calling 731-4075 x421. Ask for the free handbook which provides details on civil rights laws and information on the step by step process.

For additional information on discrimination in housing call the Portland Housing Center at 282-1964.

The Portland City Council believes that discrimination poses a threat to the health, safety and general welfare of the citizens. It is the intent of the Council that every individual shall have an equal opportunity to participate fully in the life of the city, and that discriminatory barriers to equal participation in employment, housing, and public accommodation be removed.

For a copy of the City of Portland's civil rights ordinance, call MHRC at 823-5136.



**METROPOLITAN HUMAN RIGHTS COMMISSION** 1120 SW Fifth Avenue, Rm. 516  
Portland, Oregon 97204-1989

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## ANNUAL REPORT 1993-94

The mission of the Metropolitan Human Rights Commission is: "to foster mutual understanding and respect, and to protect the human rights of all persons in the City of Portland and Multnomah County regardless of socio-economic status, religion, ethnicity, race, national origin, disability, age, gender, or sexual orientation." The Commission has established itself as a central resource for information, assistance and advocacy in Multnomah County. Fifteen volunteer commissioners, appointed by the Mayor of Portland and the Multnomah County Chair, seek out information from the community in order to set its agenda. The Commission was established in July 1992. It succeeds the Metropolitan Human Relations Commission, which safeguarded the rights of citizens in Multnomah County and the City of Portland for over twenty years.

The tone for 1994 was set by the passage of the diversity resolution by the City of Portland and Multnomah County. The resolution proclaimed that public officials and employees "will provide, through work and actions, an example for its citizens and guests that all cultures shall be recognized, honored and mutually respected ..." Copies of the resolution were distributed to every city and county employee. Since the passage of the resolution over 5,000 buttons advertising the values of diversity and 3,000 booklets of diversity quotes have been distributed to schools, businesses and the community at large.

### Cooperative Projects

To help protect the rights of all citizens and to celebrate diversity, the Commission has sponsored events and participated in cooperative ventures with various community organizations.

- Presented a forum on safety for vulnerable agencies, following the attacks on churches, synagogues and human rights offices on the west coast. Organizing committee members represented the American Jewish Committee, the Jewish Federation, the Bethel AME church and MHRC. Presenters included the Portland Police, Federal Bureau of Investigation, U.S. Bank, and U.S. West. Seventy-five people attended. Requests for information continue to come from different parts of the state.
- Co-sponsored, with the Broadway Business Association, a parade and rally.

*(Cooperative Projects continued from page 1)*

- Celebrated the forty-fifth anniversary of the Universal Declaration of Human Rights, along with Amnesty International, Ecumenical Ministries, Sponsors Organized to Assist Refugees (SOAR) and the United Nations Committee.
  - Participated in Martin Luther King, Jr. birthday celebrations with the City and County and distributed posters at the annual community event at Jefferson High School.
  - Supported the Hispanic community in its efforts to secure equal treatment in the public schools, by participating in a rally at Pioneer Square.
  - Co-sponsored the Anne Frank exhibit with Citizens Against Discrimination-East Multnomah County. The exhibit was displayed at Gresham City Hall.
  - Produced a series of posters featuring civil rights activists as part of an ongoing educational campaign. To commemorate International Women's Day, the Commission worked with the Oregon Commission for Women and the Oregon History Center to print a poster of Abigail Scott Duniway, the first woman to vote in Oregon. Women elected officials signed the poster at a celebration. The poster was presented to the Oregon History Center as an historical document. Other posters are Dr. Martin Luther King, Jr., Harvey Milk, and César Chávez.
- 

## Projects and Programs

### Annual Award Dinner

The Annual Award Dinner honored the past winners of the Russell A. Peyton Award for outstanding work in the field of human rights. The Russell A. Peyton Award was given to Dr. Darryl Tukufu, an outstanding community leader who was director of the Urban League. The Commission instituted two new awards, the Mayor's Award and the County Chair Award. The Mayor's award was presented posthumously to Keeston Lowery for his outstanding work in civil rights, both as a city employee, and as a private individual. The County Chair award was presented to Mary Zoe Petersen, resident of Gresham, for her promotion of opportunity for women and advocacy for women's rights and citizens who demonstrated a commitment to racial and ethnic unity in their daily lives were featured in a booklet entitled, "Models of Unity."

### Civil Rights Committee

The Civil Rights Committee held a series of focus groups with various ethnic communities. Meetings were held with Native Americans, Koreans, Hispanics, persons with disabilities, African-Americans and people of Middle Eastern origin. The committee is using the information to set the agenda for the coming year. Discrimination in employment, education, and the criminal justice system were frequently mentioned concerns. Six focus groups will be held in 1994-1995.

### Education Committee

The Education Committee conducted a Parents' Rights and Responsibilities workshop for parents and guardians of public school children. Due to the enthusiastic response, the committee will present eight more workshops in the coming year.

*(Programs and Projects)*

## **Civil Rights Is the Issue**

To counter misinformation on the meaning of human rights, the Commission waged an educational campaign entitled "Civil Rights Is the Issue." The campaign began with a statement from the Commission which affirmed the dignity and worth of all human beings. Members of the Commission spread out into the community to give presentations on the importance of understanding and protecting the rights of all people. They distributed an educational packet containing:

- Information on federal, state and City of Portland civil rights laws and students rights;
- Housing, employment and public accommodation laws;
- Suggestions for citizen actions;
- "Civil Rights is the Issue" bumper stickers and buttons;
- A resource list of other organizations dealing with human rights issues;
- Status of legal protection for lesbians and gays in Oregon; and
- Information on the Americans with Disabilities Act.

## **"Dynamic Differences"**

In keeping with MHRC's mission to foster mutual understanding and respect, the Commission developed "Dynamic Differences," a volunteer-based diversity training program. Twenty-five volunteers received a total of 700 hours of training to present free-of-charge community workshops. The workshops, conducted by bi-racial teams, focus on helping participants understand the dynamics of oppression, realize the importance of building allies and networking with the community and benefits of embracing a diverse society.

## **City\County Advisory Committee on the Disabled (CCACD)**

The Disability Project advocates for the rights of persons with disabilities, promotes education and community awareness and monitors how well public institutions meet the Americans with Disabilities Act (ADA). Committee accomplishments include:

- Approved the City and County's transition plans to meet the ADA and the building plans for the County to remodel their facilities to meet ADA requirements;
- Helped draft the sidewalk obstruction ordinance and published a brochure entitled "Sharing Our Sidewalks." The brochure is designed to inform businesses about Federal and City requirements to ensure adequate access for everyone;
- Developed a checklist to monitor accessibility conditions in Multnomah County and to enhance public awareness of ADA requirements;
- Helped draft accessible standards for taxicabs;
- Developed a training program for County library employees about disability awareness; and
- Advised Tri-Met on transportation issues.

## **Hate Crimes Brochure**

The need for education about hate crimes prompted the Hate Crimes Committee to develop a brochure in cooperation with the Portland Police Bureau. The brochure was published in ten languages and distributed to various communities.

## **Diversity Training Resource Guide**

In response to the increased interest in diversity training, the Diversity Committee held a focus group with professional trainers to develop guidelines for private and public organizations to use when hiring a diversity trainer. The result was a Diversity Resource Training Guide which includes a directory of local diversity trainers.

## Problem Solving Efforts

The Commission sets its agenda in a variety of ways. The focus groups held by the Civil Rights Committee bring to light community concerns. Individual commissioners take the pulse of the community and solicit information. Other issues come before the Commission from people who seek help from MHRC on particular situations, which point to larger matters for the Commission to address. Listed below are samples of Commission actions:

- Held a briefing with the Portland Police Bureau on the situation in San Francisco in which information on local individuals and organizations was supplied by the Portland Police to the Anti-Defamation League.
- Investigated the practice of housing the mentally ill in the County jail and releasing prisoners in the middle of the night. The Commission supported a County budget measure to fund a program which would provide a mental health assessment when a person is admitted to the jail.
- Coordinated a meeting between the Arab American Anti-Discrimination Committee and the FBI to discuss the FBI's method of interrogating members of the Arab community after international incidents of terrorism.

## The Facts

No report is complete without numbers. As the commission becomes better known, the number of calls for information and requests for assistance increase. During the 1993-94 year MHRC:

- Received **\$32,000** in donations and in-kind services;
- Increased the capacity to network and build coalitions by adding **1,000** names to the data base;
- Assisted **15** private and government agencies in outreach efforts.
- Held **8** public hearings;
- Sponsored **12** community events;
- Handled **1,826** information and referral calls; and
- Provided technical assistance to **1,899** people.
- Held **11** workshops, attended by **208** citizens.

### MHRC Staff:

Helen Cheek, Executive Director    Jamae Hilliard, Community Rel.  
Steve Freedman, Community Rel.    Jan Campbell, Disability Proj. Coord.  
Nan Wire, Secretary/Receptionist    Arlene Landry, Disability Project Ass.

## MHRC Commissioners 1993-94

David M. Farber, Chair	Laurie Sitton
Iris M. D. Bell	Joe Lane
Claudia McDuffie	Nadia May Kahl
Frances Portillo-Denhardt	Charu Manchanda Nair
Lowen Berman	Kathleen Bogan
Elizabeth Baxter	Minje P. Ghim
Samuel Pierce	Greg Asher
Catherine Collier - (7/94-3/94)	
Minh Van Tran - (3/94-6/94)	

## Thank You!

MHRC gives special thanks to Mayor Vera Katz, County Chair Beverly Stein, County Commissioner Sharron Kelley, City Commissioner Gretchen Kafoury and her staff for overseeing the day-to-day activities and citizen volunteers who provide assistance at events, help staff the office and serve on committees. With supportive public officials and dedicated volunteers, MHRC will continue to pursue its mission with zeal and enthusiasm. Our goal is a harmonious society in which human rights of all people are respected and diversity is a cherished value.

## Five New Commissioners Appointed to MHRC

The Metropolitan Human Rights Commission has *five* new commissioners, appointed last September by the Mayor of Portland and the Chair of the Multnomah County Commission.

**Gretchen Schuette** is the Executive Vice President of Mt. Hood Community College, a member of Citizens Against Discrimination and the Mt. Hood Community College Diversity Taskforce.

**Janet T. Kakishita**, a Japanese-American, is the principal of Sunnyside Elementary School, a member of the Belmont Area Diversity Project and Educators for Social Responsibility. She is implementing the first Vietnamese Bi-lingual Program for the School District.

**Joan H. Strouse** is an Associate Professor at PSU. She is a member of the School of Education Advisory Committee, and the PSU Sexual Harassment Resource Network. She has also been involved in migrant education.

**Alice M. Perry**, a Chicana, works for the American Friends Service Committee, is a member of the Portland-Corinto Sister City Association and is a

volunteer Spanish language programmer on KBOO radio, focusing on women's music and issues.

**Minh Van Tran** will complete a previous commissioner's three year term. He is Activities Director at Roosevelt High School. Minh is a member of the Oregon Bilingual Education Association, Vietnamese Education Association, and the National Education Association.

Two commissioners were re-appointed. **Nadia Kahl** is an Arab-American who recently facilitated a focus group with the Middle Eastern Community. **Frances Portillo-Denhardt**, a professional diversity trainer, is Chair of MHRC's Diversity Committee and is active in the Hispanic community.

MHRC is excited to have these Commissioners serve the citizens of Portland and Multnomah County. Their diverse backgrounds and knowledge complement those of the current commissioners, making MHRC a stronger leader in policy development.

You can meet the Commissioners at the MHRC meetings which are held every second Tuesday of the month.

### Referral List for Human Rights Organizations Available

If your organization receives a call from a person who believes his or her rights have been violated, but you don't know where to refer them, your problem is solved. You can get the MHRC Human Rights Referral List. Call MHRC for a free copy!

*(Award, continued from page 1)*

English as a Second Language, a GED program, and a mentor program, where life skills such as banking or driving can be taught by a co-worker.

Jim Kelly, Rejuvenation's CEO, has seen sales grow from \$1 million to over \$5 million since 1988. Obviously, promoting diversity is good business!

Port City Development Center merited the non-profit award not only for work with its clients. It also organizes dances for the entire disabled community, has an annual Fish-A-Thon, with most of the fish donated to the Food Bank, and acts as a distribution center for the Clipped Wings Sharing Tree, delivering over 1,500 gifts last year. In addition, it serves as a job site for PIC students, and offers on-the-job training for high school and ESD students.

The Executive Director, George Scott, doesn't believe that all people are created equal. He believes that all people are created special.

Individuals and programs contributing to a positive sense of community were named in the **Community Harmony Recognition**. These included Allies: People to People, Andi Christianson of Central NE Neighbors, Carol Tager of the Children's Cultural Center, the Community Cycling Center, and Al Bernstein and his neighbors, who banded together to fight religious bigotry.

## Advertising Guidelines

If you owned a business, would you want to offend your customers, suppliers or employees? Sometimes, due to lack of awareness, a business will create advertising that depicts a certain group in a negative way. That's what MHRC's Advertising Guidelines hope to avoid by posing a series of questions an advertiser should think about **before** placing that ad. While recognizing a business' right to free speech, the questions will help the business think through this potentially controversial issue.

### César Chávez Poster Joins Other Human Rights Advocates

César Chávez, who led the migrant agricultural union movement, was honored by MHRC with the publication of a bi-lingual poster sponsored by El Hispanic News. Dr. Martin Luther King, Jr., Harvey Milk, and Abigail Scott Duniway also are featured on MHRC's posters. Each poster includes inspirational quotes about human rights.

The posters are available for five dollars each or fifteen dollars for the set of four, at the MHRC office. There is an additional five dollar shipping and handling charge, if mailed to you.

### Americans With Disabilities Act Compliance Deadline

As of January 26, 1995, all public entities are required to have removed physical barriers that limit the accessibility of their programs and activities to individuals with disabilities.

The City/County Advisory Committee on the Disabled (CCACD) is meeting with the City and County's Coordinator of the Americans with Disabilities Act (ADA) to see if the January deadline will be met. Committee members are working with the City's Park Bureau on several major projects to ensure that persons with disabilities can participate in Park Bureau programs.

### You're In There!

You are a part of the MHRC database if you've received this newsletter in the mail. If you would like to be added to, or removed from the database, call MHRC, 823-5136/Voice/TDD.

Roger Buchanan  
Metro Councilor  
3641 NE 72nd  
Portland, Oregon 97213

METROPOLITAN HUMAN RIGHTS COMMISSION  
1120 SW Fifth Avenue, Rm. 516  
Portland, Oregon 97204-1989  
City of Portland • Multnomah County • (503)823-5136/Voice/TDD Fax 823-0119

P382

Winter 1995

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Submitted by:  
Administration  
Animal Management  
Design Services  
Education  
Facilities Management  
Marketing  
Visitor Services

Distributed to:  
Metro Executive Office  
Metro Department Heads  
Metro Councilors  
Friends of the Zoo Board  
Zoo Staff

# ZOO

U ♦ P ♦ D ♦ A ♦ T ♦ E

Published twice  
a month by the  
Administration  
Division of Metro  
Washington Park Zoo

Nov. 5 - Nov. 25, 1994

## Nationwide Zoolights Festival

Stroll through a wonderland of lights and animated animal displays —  
then take a ride on the Zoolight's train through dazzling holiday displays

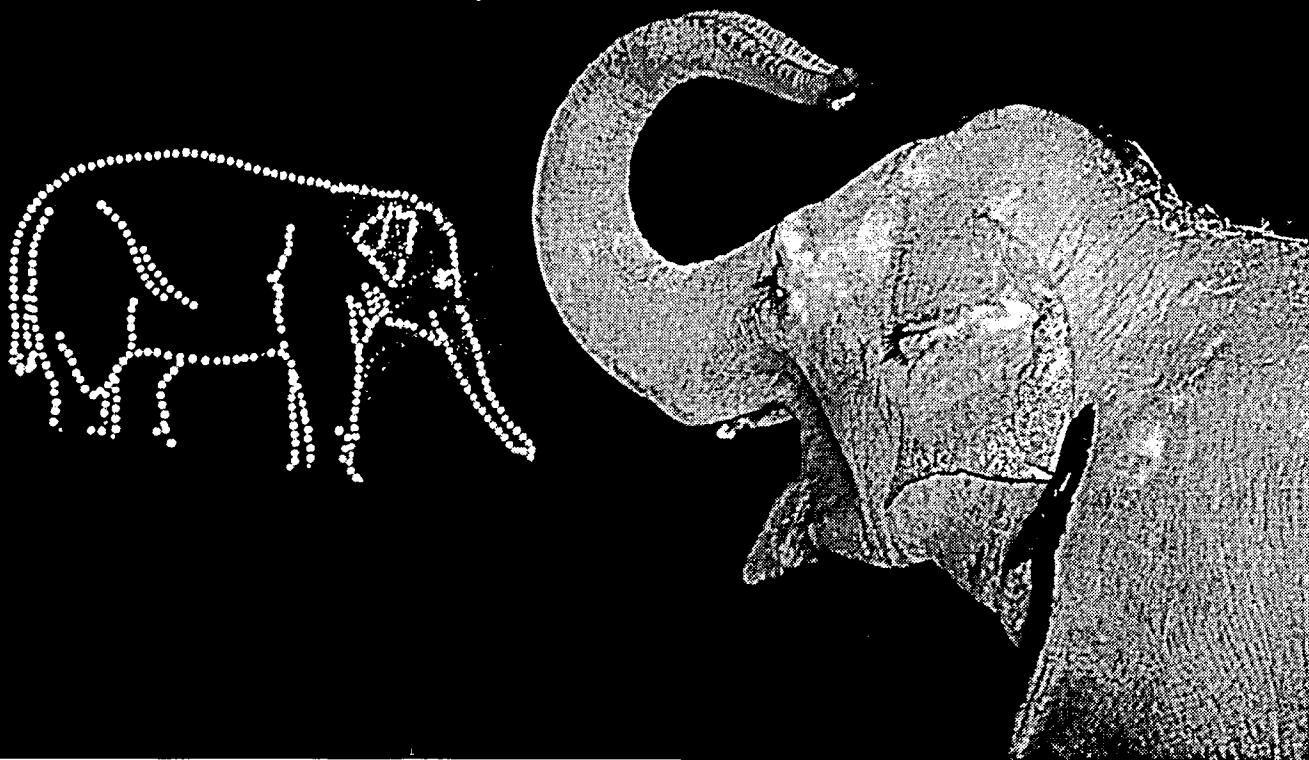
- 300,000 lights • snow & ice carvings • bands, choirs, carolers
- puppet play • holiday exhibits • arts & crafts demonstrations

December 2 - January 1

Closed December 24-25

5-8 p.m. Sunday through Thursday

5-8:30 p.m. Fridays and Saturdays





## ADMINISTRATION

### Annual Holiday Party for Zoo Staff and Volunteers

■ **WHEN:** Thursday, December 22  
5:00 p.m. until ?

■ **WHERE:** AfriCafe Banquet Room

■ **WHO:** All zoo staff, FOZ staff,  
volunteers, spouses or significant  
others, children

■ **DRESS:** Anything goes — bring a  
change of clothes or wear work  
clothes.

■ **FOOD:** Pot luck/buffet — everyone  
brings one dish (salad or dessert).  
Main dishes will be provided.

■ **BEVERAGES:** Provided

■ **FUN:** Hope so!

HAPPY HOLIDAYS!

## ANIMAL MANAGEMENT

By **Dr. Mitch Finnegan**  
*Veterinarian*

### Veterinary Medicine:

Ayla, our 10 year-old grey wolf, was euthanized on 22 November because of intractable pain due to severe chronic degenerative joint disease involving both hip joints. Ayla was able to mask the signs of this disease to such an extent that it had progressed beyond our ability to treat it effectively once it had been diagnosed. The keepers had noticed an acute episode of lameness involving Ayla's left hind leg on 7 October. X-ray images revealed severe deforming arthritis of both hip joints with the left hip being the more severely affected. The acute lameness was probably the result of a recent soft tissue injury to the hip which was weakened and prone to traumatic injury because of the extensive deformation caused by the arthritis. After consulting with a veterinary orthopedic surgeon, Ayla was started on medications to reduce inflammation and increase the production of lubricating joint fluid. Following a 6-week course of therapy, Ayla's condition was assessed to have minimally im-

proved. After discussing her case with the keepers involved with her care and the curators, it was decided that in light of our inability to significantly reduce the pain she was experiencing, the most humane thing to do was to euthanize her.

We still do not know why Ayla developed this disease. The most common causes in wild animals include traumatic injury which results in damage to the surface of the joints, inadequate nutrition especially when young and growing, or previous infection of the joints which results in cartilage damage. In domestic dogs, hip dysplasia (a heritable deformity of the hip joints) and autoimmune arthritis would be considered as possible causes and may apply to Ayla as well.

The X-rays of Ayla's hips indicate that she had been living with severe arthritis in both hips for a number of years prior to its detection. Wild animals are often able to mask the signs of their illnesses so well that despite close monitoring by the keepers (as was the case with Ayla), the illness may go undetected for a long time. This underscores the importance of keepers developing and maintaining good working relationships with the animals that they care for as well as the development of a strong preventative veterinary medical program.

## DESIGN SERVICES

**Eileen Yee** met with Marketing regarding the Valentine poetry contest anthology and called vendors for bids. Eileen finished permanent tortoise and shrew paintings, began the illustration for the Cattle Egret rail post sign, and worked on the wolf/grizzly bear signage by obtaining estimates, researching reference material, redesigning the mockup and creating three new smaller mockups. Eileen also produced a calendar for Smash, Trash and Recycle Day '95 and made mockups of recycling stand copy.

**Darcy Schultz** researched, designed and got color prints ready in various forms for four native wetland flowering plant banners for

Cascades. The plants are found at successive elevations. She used our new computer program, Adobe Streamline, to help create the designs. Darcy ordered plexiglas for feline graphics and obtained quotes for screening them.

An assessment of value for insurance purposes was made on the vandalized walking stick and cow bell at the Masaai Hut.

**David Kato** finished the elephant studbook cover for Animal Management and is working on the redesign of Visitor Services paper products.

**Doug Katagiri** finished the FOZ/Pittock Mansion's "Lions 'n Tigers 'n Bears, Oh My!" board master and prepared illustrations of the proposed Oregon Territory! exhibit for a development presentation.

Many projects were completed for ZooLights. David Kato completed the ornament. Espresso menus were updated, colored, and laminated. The giraffe art was redesigned for the ZooLights coffee mug. The ZooLights gate handout was revised, negatives were ordered, and requests for quotes sent to printers. A sweat shirt design was revised and film positives were ordered. VIP and other signs were produced.

David Kato is working on a prototype map for the feline building interior for training and emergency use.

## EDUCATION

### Entertainment '95

Each year the Zoo Guides undertake a project to raise funds for their budget. This year they are selling Entertainment '95 coupon books. The books are currently available for those who have ordered them, and there are still some available for purchase.

Support the zoo's volunteer organization by ordering yours today! What a fabulous gift idea!

## FACILITIES MANAGEMENT

### RAILROAD

Well, as far as noise goes, **Frank Keen** can make the most by using the pneumatic tools to strip the floors on #2 train cars. "Man, what a job!" After stripping, the bad spots were fibreglassed and prepared for the final finish.

**Les Martin** looked like a snowman or an old Santa Claus after grinding the floors. He did feel much better when he finished the wiring on #3 locomotive, the new fire train's power.

**Russell Guinn** and his crew started on the lights for the trains for Zoo Lights.

We have been working on the reorganization of roundhouse fixtures. Frank Keen will be back from his hunting trip 11/30. **Jeff Honeyman** has been helping with the prep of #1 locomotive for Zoo-Lights.

### LANDSCAPE

**Mike Watson**, with the help of **Bill Leaptrott**, **Lisa Clark**, & **Joe Strand** installed ten 12' tall Douglas fir trees into the elk exhibit. We hope the elk have fun.

Mike Watson and **Pat Doty** put another planting bed into the old Asiatic bear exhibit. Thank you to the Animal Management staff for allowing us the flexibility to accomplish the task.

Joe Strand, with help from the Inverness crew, began clearing brush along the tracks near the elephant yard. This begins our next phase in the track beautification project.

**Liz Boyd** has been in contact with Jackson & Perkins who is interested in donating perennial bulbs and roses to the zoo.

We've completed the winterization of our irrigation systems.

We are still heavily involved in picking up leaves.

### MAINTENANCE/CUSTODIAL

The following projects have been completed or are underway:

- Continuing work on Africafe elevator. Completed punch list for banquet room.
- Completed thaw, electrical work, condensation line insulation, threshold repair and re-freeze of walk-in freezer at commissary.
- Continue work on modifications to giraffe squeeze cage.
- Corrected leak at supply valve for elephant back yard pool.
- Installed strip door in naked mole rat to improve humidity.
- Installed new four-way plug in lemur tunnel.
- Relocated picnic tables to access canopy installation behind the elephant plaza kiosk.

With input from **Tony Hendryx**, the custodial staff performed the annual deep cleaning in AfriCafe. While there, the new banquet room kitchen floor was prepared for use and the lower hallway linoleum floor was stripped (5 times!) and new sealer and wax applied.

All restroom floors have been stripped and sealed, with the exception of AfriCafe, which has been postponed to coordinate with painting and installation of new partitions (scheduled for January '95).

### ADMINISTRATION

**Judy Munro** and **Lynn LaForce** attended the International Facility Management Association's annual conference in St. Louis 11/6-9. The conference included instructional and informational sessions, networking opportunities and a trade show with over 1,500 exhibitors. Most St. Louis cultural facilities were represented at IFMA. This facilitated "back-stage" tours for Lynn and Judy including the Arch, Botanical Gardens, Indian Mounds and, of course, the zoo. Judy was sponsored by and represented the Metro Washington Park Zoo; Lynn, as chapter

president, was sponsored by and went as a delegate for the Oregon Chapter of IFMA.

Judy Munro took some well deserved vacation time and attended her ?? year reunion. She reported it was attended "by a bunch of old people."

Lynn toured the zoo's confined spaces with **Ed Fowler** and **Pat Doty** in an effort to finalize the exact number of spaces and what procedures zoo staff will have to follow to enter such spaces. Pat has already begun a monitoring log for several of the spaces.

Judy Munro, Lynn LaForce and **Judy Case** attended a leadership training seminar featuring Stephen Covey entitled "Putting First Things First." The seminar was sponsored by PCC and took place on 11/15/94.

Lynn has begun working with the railroad/fleet section. The fleet mechanic is verifying information and assigning service dates for all vehicles and equipment in hopes of activating Argus for this area by 1/1/95. Sam Weaver and Lynn have begun the task of defining and developing a training program for the railroad; we hope to submit a draft to personnel by the end of the year.

## MARKETING

### Speakers Bureau

Speakers went to So. Riverside Kiwanis (11 people), Gladstone-Oak Grove Kiwanis (19), Vancouver Rotary (130), Beaverton Sunrise Rotary (35), and Guild Lake Kiwanis (12 very enthusiastic people reported by **Al Lesser!**)

### Metro Electronic Bulletin Board

Staff sent calendar of events for 1995, generic info on admission, prices, collection, etc. via the electronic bulletin board. This is a six-month experiment to gauge usage. (It can be accessed anywhere in world.)

### Events

There has been a surprising number of poetry coming in already for Val-

*Marketing continued*

entire Poetry Contest. Providence Health System is again sponsoring The Zoo's for You Day. Planning is underway on above, plus Packy's Birthday, Egg Hunt, etc.

**Consignment Tickets for ZooLights**

We sent a mailing out to companies who can receive group discounts and orders are flowing in.

**The zoo hosted the POVA Tourism Network lunch** earlier this month. POVA members from hotels,

tour agencies, attractions and other tourism businesses came. Their 1 1/2 hour meeting included a ride on the Zoomer, a very impressive lunch in the banquet room, a talk by **Jane Hartline** and **Diane Martin**, a visit to see Rose-Tu, and a tour through the Africa exhibit. They were very impressed!

**VISITOR SERVICES**

**The retail section opened its Lloyd Center Mall cart** on November 3rd. Business continues to grow as the holiday shopping season nears. The cart is located on the lower level near the ice rink and escalators. Unique zoo-themed merchandise will be available through the end of December.

**Catering banquet kitchen remodel is complete.** Catering staff have been busily cleaning and sorting china, supplies, etc. to prepare for upcoming holiday banquets.

**Thanksgiving day** we had 203 visitors.

**VISITOR SERVICES REVENUE SUMMARY**

ATTENDANCE:	1994		1993	
	November (thru 11/22)	November (thru 11/23)	July-November (7/1 thru 11/22)	July-November (7/1 thru 11/23)
Adult	3,562	5,108	22,4113	213,076
Senior	194	263	14,299	12,727
Youth	1,271	2,014	89,820	84,975
Group	267	289	9,413	9,133
FOZ	6,411	6,661	149,994	131,228
Free	806	1,854	65,169	62,839
<b>TOTAL</b>	<b>12,511</b>	<b>16,189</b>	<b>552,808</b>	<b>513,978</b>

REVENUE:	1994		1993	
	\$	Per Caps	\$	Per Caps
Admis	24,818	1.98	32,772	2.02
Rail	377	.03	4	**
Food	19,787	1.58	26,412	1.63
Retail	21,971	1.76	18,045	1.11
Rental	530	.04	939	.06
Zoomer	0	.00	0	.00
<b>TOTAL</b>	<b>67,483</b>	<b>5.39</b>	<b>78,172</b>	<b>4.83</b>

REVENUE:	1994		1993	
	\$	Per Caps	\$	Per Caps
Admis	1,624,984	2.94	1,388,974	2.70
Rail	329,031	.60	311,922	.61
Food	1,405,156	2.54	1,258,100	2.45
Retail	474,113	.86	40,173	.78
Rental	30542	.06	26,949	.05
Zoomer	10478	.02	0	.00
<b>TOTAL</b>	<b>3,874,305</b>	<b>7.01</b>	<b>3,387,017</b>	<b>6.59</b>

7 December 1994

Metro Council  
600 N. E. Grand  
Portland, Oregon 97232

Dear Councilors:

I write to you as a public servant - a Metro employee. Currently I am employed at Metro Washington Park Zoo as the assistant curator which is a non-represented position. I started my career as a public servant in 1971, as an animal keeper. I was a labor union shop steward and animal keeper in 1979, when zoo management asked employees to accept their offer of an employer pension pick-up. Due to several years of high inflation, the zoo was hard pressed to try and match the inflation rate - something they were unable to do for several of the prior years as well. In any event, I was one of several who were trying to sell this idea to employees. We really didn't believe we could get any better of a monetary offer. Zoo management was looking at this offer as a cost saver for them more in the long-term sense than short term. Many of us felt we were helping the zoo in a sense by accepting this offer. Many of us were - and still are- loyal to the zoo.

So now Measure 8 comes along under the false pretense that this will save taxpayers money. We are all aware now that there will be no tax money refunded to the taxpayer, therefore no savings. The savings to the taxpayer has been the many years savings in employer payroll taxes due to the employer pension pick-up. That savings will now disappear due to the provisions of Measure 8.

I have been a loyal employee for over 20 years. I do not work with slakers. My coworkers are all committed to sound work ethics. The taxpayer is getting more than their money's worth from us and we're proud to say so! You, as Metro councilors, should be proud of your zoo workforce. They have made Metro Washington Park Zoo one of the best zoos in the world.

Measure 8 is mean-spirited and punitive. It will not accomplish what it promised. If Executive Officer, Rena Cusma, proposes offsetting the effects of Measure 8 on Metro employees, I would hope you will join in her efforts. I feel I was one of many who helped, at your request, many years ago when you told us it was important. It meant a great savings to the zoo over the years. As you are aware, non-represented employees no longer receive automatic cost-of-living adjustments and haven't for the past two years. Please be reciprocal now and at least prevent us from taking a pay reduction.

Thank you for your consideration of this issue.

Respectfully,



Michael N. Keele - Assistant Curator  
Metro Washington Park Zoo



# LLOYD DISTRICT COMMUNITY ASSOCIATION

Box 128 • 825 NE Multnomah • Portland, Oregon 97232 • (503) 768-5446



December 5, 1994

Judy Wyers, Presiding Officer  
METRO Council  
P.O. Box 2746  
Portland, Oregon 97208

Re: Review of MERC Resolution No. 94-48    December 8, 1994

Dear Ms Wyers:

In accordance with Metro Code Section 6.01.080, this letter will serve as a request for Council to review of MERC Resolution No. 94-48, passed by the Commission on September 14 and filed with you on September 15. That resolution authorized the general manager to bid, award, and enter into contract for development of a "food court" at the Oregon Convention Center.

Please peruse the attached proposal understanding this is our last chance to resolve our differences with the management at the Oregon Convention Center. Please note we don't have as much a problem with the food court as we do with the process we have witnessed and our lack of involvement in that process. That is not to say, the food court proposal is not important, but we feel the process and the precedent being set in this case is the most important issue. Other issues include: 1) The decision to build a food court inside the OCC will substantially drain business away from businesses in the vicinity. This violates a basic premise upon which the bond measure for the OCC was promoted (2) Businesses in the area have expended or are planning to expend substantial sums on improvements relying upon promises that the OCC would promote rather than compete with them. This planned private investment will not occur as a result of the decision. (3) There are more pressing uses to which the funds allocated by MERC for the food court could be put.

We feel this is the first time the community has had an opportunity to work with Metro in any way. We can support the Food Court if some form of financial feasibility or pro forma is completed by an independent consultant prior to your approval. We can support any project, including the expansion of the Oregon Convention Center and it's services, if the Lloyd District Community Association is not held out as part of the problem, but part of the solution.

Your favorable response to our proposal will be appreciated.

  
Virgil Ovall, President

LLOYD DISTRICT COMMUNITY ASSOCIATION

PROPOSED  
Agreement Between  
Oregon Convention Center  
and  
Lloyd District Community Association

The members of the Lloyd District Community Association (LDCA) applaud the outstanding job MERC has done in launching the Oregon Convention Center. We appreciate of the fact that OCC has become a successful, well managed organization and part of the community. We are also impressed by the recent management improvements and recognize that getting an enterprise of this size fully on track in a short time has not been easy.

However, having said that, LDCA believes that improvements can still be made in the area of OCC's communications with the community and recognizing that LDCA could be an asset to OCC and not a just another problem with which it has to deal. LDCA members have gotten the impression that the OCC staff views them more as competitors than gleeful "co-conspirators."

In point of fact, there are very good reasons for both the staff of the OCC and the LDCA to seek the cooperation of the other. The structure now seems to be in place: MERC has invited the president of LDCA onto the OCC Advisory Committee as an ad hoc member and an OCC staff member regularly attends LDCA meetings. Now is the time to add substance to the structure.

Before we make specific recommendations on cooperation, we would like enumerate our complaints regarding one specific issue: The proposed Food Court.

**Lack of Analysis**

This project is being driven more by instinct than critical analysis. We concede that the consultants, William Caruso & Associates, are extremely familiar with convention center operations but the firm's expertise seems to be food service design and not financial analysis. This is supported by the fact the firm's report contains few numbers, no *pro forma*, no traffic counts and merely concludes a short report by asking for the order: "These [plans] will be enhanced with a detailed plan view should WC&A receive approval to proceed with Phase II design services as proposed." (page 9) Facility design is a respectable business but it is not the same.

We believe the expenditure of \$500,000 in public funds deserves closer scrutiny than this and recommend that the expenditure not be authorized until a full *pro forma* has been done. Jeff Blosser's indicates that one thing he expects to gain from the Food Court is operational efficiency. Many of us in the food service business believe that the anticipated efficiency may be difficult to realize.

We will expand on this point later in this paper but the worst thing that could happen to competing neighborhood businesses is for the Food Court to be built, not make a profit and go on and on and on, taking money from the neighborhood and returning nothing to OCC.

### Is it Worth the Price?

Assuming the consultants most optimistic projections are correct, the Food Court will produce an increased volume of food sales in the range of \$250,000. With a net margin of 30% (which is very high for the restaurant business), it would mean that the contribution to "profit" for OCC would be in the area of \$75,000 per year.

Although \$75K is a lot of money, it is not significant when compared with the annual operating subsidy of \$2,500,000 for OCC supplied by the Lodging Tax. Obviously, the \$75K -- at the optimum projection -- or 3% of the subsidy, may not worth the grief of getting it approved when combined with the loss of good will it has created in the neighborhood. But all of this misses the main point. The question really is this: Does it help the Region economically?

The whole concept behind the idea of building of a convention center was to leverage business for the Region. We were told during the 1986 ballot measure campaign that each convention day in Portland would mean an infusion of several hundred dollars into the local economy. We agree. If wrangling with area merchants results in the loss of even one potential convention, the cost has not been worth the chase.

### Is It Needed?

- A. Convention business is more important to the Metro Region than trade show business. The difference is that conventions bring new money into the region while trade shows primarily circulate money within the region. The Food Court is not proposed for the benefit of convention business and would not be a selling point in promoting convention business. However, the existence of nearly forty restaurants within a ten minute walk of the OCC is an excellent selling point for prospective conventioners. The Food Court will take important marginal business from these restaurants.
- B. Trade show operators are promoting the Food Court. They want it because they do not want attendees to leave the Center to eat. They tend not to come back. However, according to Jeff Blosser, there were 18 points of sale for food during the Home Show. If 18 sales points can't provide enough variety to keep people at the shows, how many will it take? Perhaps show promoters should offer "in and out" privileges with admissions.
- C. The argument has been made that the presence of the Food Court will increase business for OCC. However, OCC is now booked at 92% of capacity and we are told that anything over 90% is affectively "full capacity." If OCC is already getting all of the business it can handle, why spend \$1/2 million to attract more?

- D. There are people who have taken the position that increasing food sales at OCC will have a negative impact on the Region's image. That position may be extreme but it is not held without some supporting evidence. All Counselors have received a copy of a vendor survey that indicates show attendees are very unhappy with the price-quality-service mix found at OCC.

### Will the Food Courts Work? And If Not, What?

The most distressful outcome of this issue for the neighborhood is the possibility that the \$500,000 will be spent, the Food Court will be built and it doesn't work; it loses money. That, in fact, is what Bob Farrell claims will happen. "Don't worry, they will never make any money," was his assessment. Since Mr. Farrell is the founder of three successful restaurant chains, his opinion is of some value. [The chains are Farrell's, Newport Bay and Stanford's.] But, in all due respect, his conclusion is wrong. Mr. Farrell assumes that if this Food Court doesn't make money, it will be closed. That is probably not the case.

When a private enterprise can't make a profit and repay its capital investment, it will sooner or later be forced to close. This may not be the case for a public enterprise. It neither has to repay the original capital nor make a profit to persist. It merely has to survive the annual budget review where the precise figures may be lost, in this case, among all the other food-related revenue and expense items.

If that happens, the Food Court will be taking an additional \$250,000 in revenue -- important marginal revenue -- from the neighboring businesses and not return anything to OCC. That would be the worst of both worlds. Or, to paraphrase one of the more recent cliques, "a lose-lose situation."

This, then, becomes a very important question for LDCA: If the Food Court is not profitable for OCC, will it be terminated or allowed to go on indefinitely draining profits from neighborhood businesses?

### OCC -- LDCA Relationship

The LDCA is concerned that OCC, due to external pressures unrelated to OCC operations, is pursuing "profits" at the expense of promoting the good name of Oregon, generally, and the Region specifically. Financial responsibility and good promotion are not necessarily exclude each other but they can if one goal or the other is pursued too vigorously. Pushing "per caps" above the national average may not be nearly as important a goal as promoting good will for the Region.

The primary constituency for OCC is the people of the Metro Region and the members of the LDCA believe they are an important part of the that constituency. Not because they assessed themselves \$5 million to help pay for the construction, but because one of the selling points for the ballot measure to fund construction was that OCC would create a synergistic reaction that would revitalize business in the close in NE area of the City.



We are part of that synergy. Businesses have invested heavily in this area and much more is planned. These investment plans can be jeopardized if OCC staff is going to try to rush into every area of potential "profit" as soon as it becomes aware of it. Last summer, during the Square Dance Convention, OCC put food carts out on the sidewalk hundreds of feet from the convention floor to cash in on the dancers urge to eat. That had nothing to do with running a better convention. It had everything to do with using public funds to compete with private investment.

We acknowledge that neighborhood businesses and the OCC can not pursue their separate objectives without, to some extent, competing with the other. But we also believe there is a strong overriding mutual goal: The promotion of more convention and trade show business for the area.

Competition does not have to be a zero sum game. Neighborhood businesses have proven that point. They compete with each other but they also help each other. They, for instance, swap leads, loan each other materials, use each other's space and, generally, keep each other informed.

We would like to maintain a cooperative relationship with OCC. Following is our proposed guide to future cooperation.

### **Guide to Future Cooperation**

The merchants represented by LDCA benefit from the location and success of the OCC. On the other hand, the existence of so many service businesses within a short distance of the OCC makes it easier to attract customers to the Center. Each benefits from the other. But changes are coming.

Neither the staff of OCC nor the members of LDCA should be blind to the fact that competition will soon be here. The opening of the "Rose Garden" will mean more than a new venue. Paul Allen is building a whole new neighborhood. It will be a significant competitor for both OCC and the all of the businesses within the neighborhood. LDCA proposes the following steps toward cooperation:

- I. Include LDCA in the Process.
  - A. Continue to have a representative attend meetings of area merchant associations.
  - B. Designate a staff person to have ongoing communications with neighborhood groups.
  - C. Make it possible for members to help promote OCC events and expect them to do so.
    1. Coupon programs
    2. Poster displays
    3. Reader boards

### **II. To Improve Cooperation, MERC to Recognize the Following Factors:**

- A. Some actions of the OCC do affect neighborhood businesses. They should not be taken without consultation.
- B. Investing public capital, which neither must be repaid or was earned by the enterprise in the

first place, carries with it additional responsibility.

1. Analysis should be thorough.
  2. Tradeoffs should be well understood by both staff and elected officials.
  3. Objectives should be clear.
  4. Anytime a new project is not clearly successful, it should be terminated.
- C. Limits should be placed on the extent to which OCC staff can go out of its way to compete with the private sector.
1. Increasing attendees is more important to the Region than increasing "per cap" figures at OCC.
  2. No one should expect the OCC to run as a pure profit center. Its prime measure of success is how many visitors it brings to the Portland area.
  3. Making convention attendees happy with the Region (and Oregon) is much more important than increasing the average revenue per visitor.
  4. If the Food Court is built, it should be understood that it would no longer be necessary to run the "tent" operation at OCC. The number of Food carts should also be curtailed.
  5. OCC should encourage promoters of retail shows to consider "in and out" privileges for attendees. This practice might actually encourage the sale of high ticket items that are seldom purchased in a single visit.

### III. Further Steps to Cooperation

- A. Staff of the OCC and POVA should continue to explore ways in which neighboring businesses can help market conventions and trade shows.
1. Mail Lists - Newsletters
  2. Poster Programs
  3. Banners
  4. Reader Board Displays
- B. Marketing Planning Sessions
1. Trade Association Membership
  2. Service Club Membership
  3. Promotional packages

### Conclusion:

OCC and LDCA can and should start working together before it is too late. First, 1995 will see major competition develop for both. If working relationships are not in place before the "Rose Garden" is open, it may be too late. Second, sooner or later MERC will be proposing to voters that OCC be expanded. Members of LDCA hope they will be able to vigorously support that proposal.

November 30, 1994

### **Chronological Background Information of OCC Concession Stand Renovation**

1. Submitted as a budget item for MERC approval in 1993 at \$125,000 - MERC Meeting to approve Budget.
2. Hired Consultant to look at signage needs, equipment, construction and menu selections - February 3, 1994. Consultant finished Phase I in April of 1994. Work budget for the project was determined to be \$425,000.
3. Staff submitted change to MERC budget from \$125,000 to \$425,000 and approved by Metro in June 1994.
4. Phase II of the Consultant's work was approved to commence based on approved budget June 21, 1994.
5. RFPs were issued to provide consulting work on structural and engineering, architectural and design and electrical for renovation in July 1994.
6. Meeting was held at the request of Mr. Alan Peters who invited Tony Roma's, Holiday Inn, OLA, Red Robin, Calaroga Terrace, Burgerville, Lloyd District Association, Bernie Foster and Lee Perlman, of the Oregonian, on July 22, 1994. Phase II information was sent out to those who attended as well as a thorough discussion of the project and the reasons for the renovation. Article in the Oregonian, July 23 related to this meeting.
7. August 26 - 17 major OCC clients were notified of the concession project renovation by letter from Jeff Blosser and were requested to attend the MERC Meeting on September 14 for public review. Four responses were received from clients.
8. Area businesses were sent a letter on September 1, 1994 - 16 in all plus the Oregon Lodging Association, outlining the renovation diagram and all were invited to send me comments on the project as well as attend the September 14, 1994 MERC Meeting for public review and questions. Two responses were received from area businesses.
9. September 14 - MERC approved the renovation project and the Commission heard public testimony for and against the renovation project prior to approving this project.
10. Metro reviewed the renovation project and referred it to the Regional Facilities Committee for further review and public testimony related to this project.
11. Public Meeting to discuss all issues with area businesses, MERC, Metro and other interested parties was held on Tuesday, October 25 at Metro. All aspects of the project and area business concerns were discussed by all who attended. No solutions were arrived at when the meeting broke up at 12 Noon.
12. Discussion on solving the issue was held at a meeting set by Lloyd District Business Association and Sandi Hansen. The meeting was held on November 16 to resolve all disputed points and to come up with a reasonable solution. Meeting attendees were Virgil Oval, Sandi Hansen, Alan Peters, Jack Graves and Jeff Blosser.

**CONCESSION FACILITIES REVIEW**  
**AND**  
**RECOMMENDATIONS FOR FUTURE UPGRADING**

*Prepared for*  
**THE OREGON CONVENTION CENTER**  
**PORTLAND, OREGON**

*February 1994*

**WC&A**

---

*Advisors and Planners to the Food Service/Hospitality Industry*  
*Offices in Atlanta, Buffalo, Chicago and Denver*

### **III. ANALYSIS/POTENTIALS**

In discussions with center management and its food service operator as well as through our site review, the following analysis and potential solutions were reviewed:

#### **ANALYSIS**

1. Bar and concession space is currently undersized and poorly located at Exhibit Halls A and C. Stand B is located correctly but undersized and under-merchandised to enable it to maximize per capita sales potentials.
2. Storage room connectors to A and C spaces above are not utilized currently and should be renovated to accommodate revenue producing activity for food/beverage service.
3. Because of their prominent locations and potential space availabilities, general menu units should be designed in favor of specific, "trendy" food/beverage outlets.
4. Any unit renovation must insure maximum design flexibility to promote future menu/dining style changes to be able to occur in a quick and non-costly manner.
5. Any renovation plan must also consider patron amenities and stylized (but not costly) design treatment to include cafe tables and chairs positioned on/adjacent to the exhibit hall floors, quality lighting utilizing various styles (i.e. down-lit, neon, back lit signage etc.), display cooking, a high quality food service graphic signage plan and themed unit atmospheres/menus.

6. Similarly, the tent connector entrance way from the exhibit hall must incorporate lighting and an attractive interior design component that is both eye catching but not overly "flashy."
7. The food service mix should incorporate 3-4 unit types plus a bar/lounge operation. Concession areas A and C should be renovated as mirror images of one another.
8. Fixed concession Stand B although not expandable due to space constraints, should explore menu expansion possibilities through addition of ventless fryer/grill equipment. Before adding, use of this equipment must be approved in writing by the Portland Fire Marshall's office.
9. As a conservative estimate, modifications as outlined above could increase gross fixed concession sales 10-15% per annum at an estimated net profit margin before taxes and commission of 45.0-50.0%!

#### **IV. RECOMMENDED RENOVATION PLANS**

The Oregon Convention Center has a unique opportunity to upgrade its fixed concession units at this time, primarily due to the availability of contiguous shell and finished spaces and the ability to provide exhaust capability to future food service units at a reasonable cost. For this reason and based upon our operational/site visitation, we highly recommend that renovation plans be drawn up and implemented as soon as possible.

WC&A recommends that a "main street" food emporium concept be developed for the areas in Halls A and C that currently contain the bar/lounge, adjacent storage spaces and fixed concession stands. This emporium should contain the following elements:

- 4-5 themed food units;
- 1 bar/lounge outlet; and
- mobile seating area (in the space itself or adjacent to it—on the exhibit floors).

Based upon extensive discussions with center management, the center's food service operator, patrons and utilizing our knowledge of local/national food trends, the following facilities are recommended:

- Bakery/deli concept;
  - Espresso bar;
  - Pizza and Italian sandwiches;
  - Desert, Ice Cream, Cookies
  - Seafood Specialties
- Both Bars*

- American grille; and
- Chinese foods.

Traffic patterns and demand points suggest that the areas housing the existing bars should be completely opened up and kiosks featuring the bakery and deli concepts as well as a small lounge/bar and espresso bar, designed into this space. Each unit would be separately demised and signed/merchandised with attractive lockable pull-down security shutters attached to close off units at non operating times. A "free-flow" cafe seating area can be developed in the area now used for lounge seating and slightly beyond via use of low wall mobile dividers or other interior treatments that allow flexible seating options during all building events. Each operation noted above should be separately signed and illuminated and completely opened to pre-function and exhibit halls areas to give the appearance that separate independent operators actually operate these facilities. Given that correct interior design and graphic treatment is utilized, these operations will form a dynamic "corner" between the pre-function and exhibit hall spaces. Utilizing what is now part of the bar, the storage space and the existing fixed concession stand, we envision a series of "storefront" food operations opening up directly onto the exhibit floors.

These should include:

- A traditional Italian pizzeria and sub shop;
- An American grille concept; and a
- Chinese take out operation.

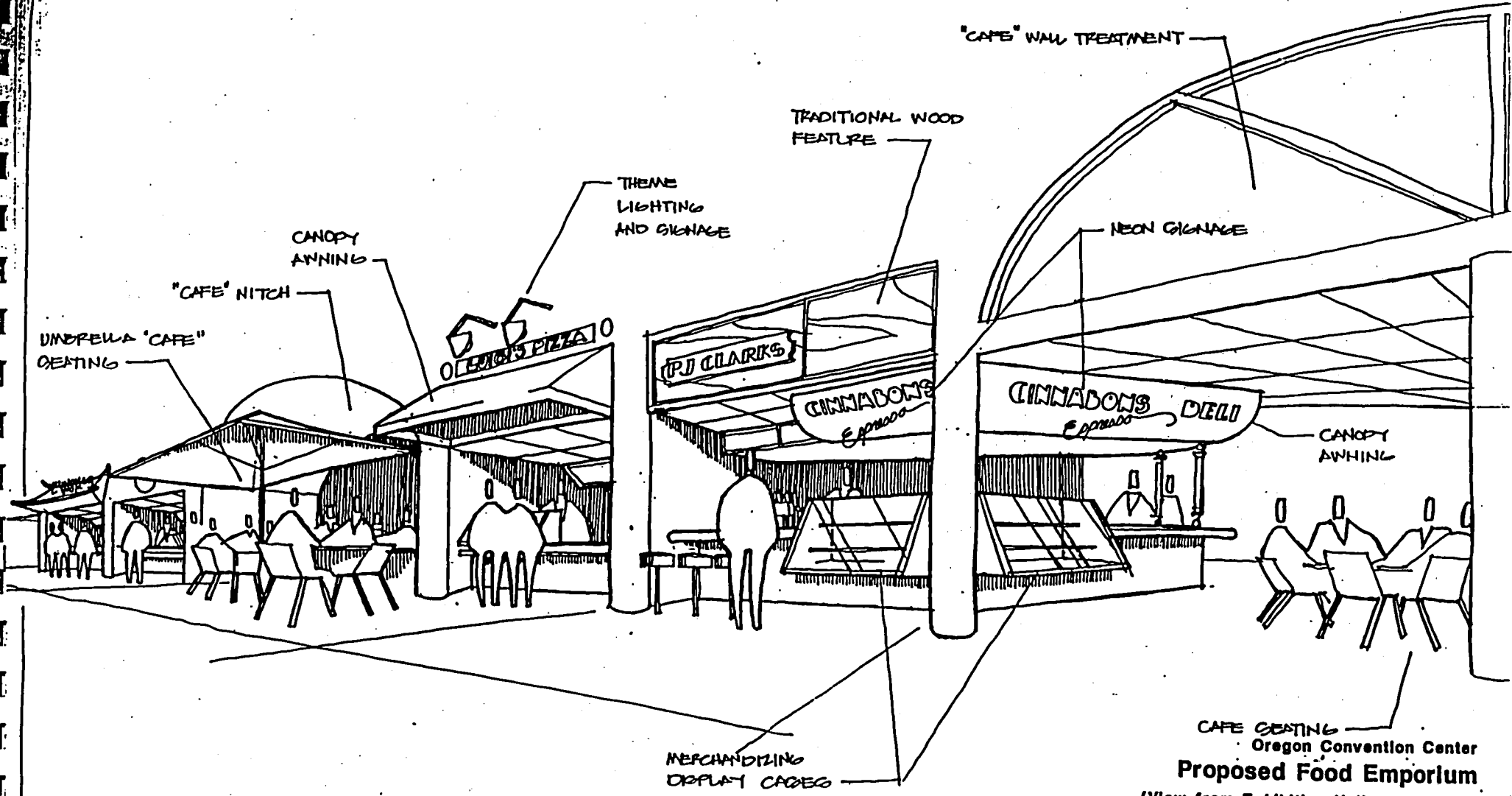


Again, each unit should be architecturally separated from the other with its own unique signage, graphics, high quality, illuminated commercial style menu boards and display cooking areas including a conveyor oven in the pizzeria, a char grill and fryer in the American grille and a bank of Chinese woks in full customer view, in the Chinese take out unit. Within this concept plan, it is assumed that exhaust capability can be provided to all of the outlets in both locations as noted above as well as provision of limited seating areas. Also, we assume that no major structural implications are in place that would inhibit this concept.

The attached sketches (see pages 10 through 12) are preliminary and have been developed to incorporate the basic conceptual intent only. These will be enhanced with a detailed plan view should WC&A receive approval to proceed with Phase II design services as proposed.

Attached also is a rough sketch of a recommended tent connector interior treatment to enhance the marketing and visibility of this unique Oregon Convention Center dining option.

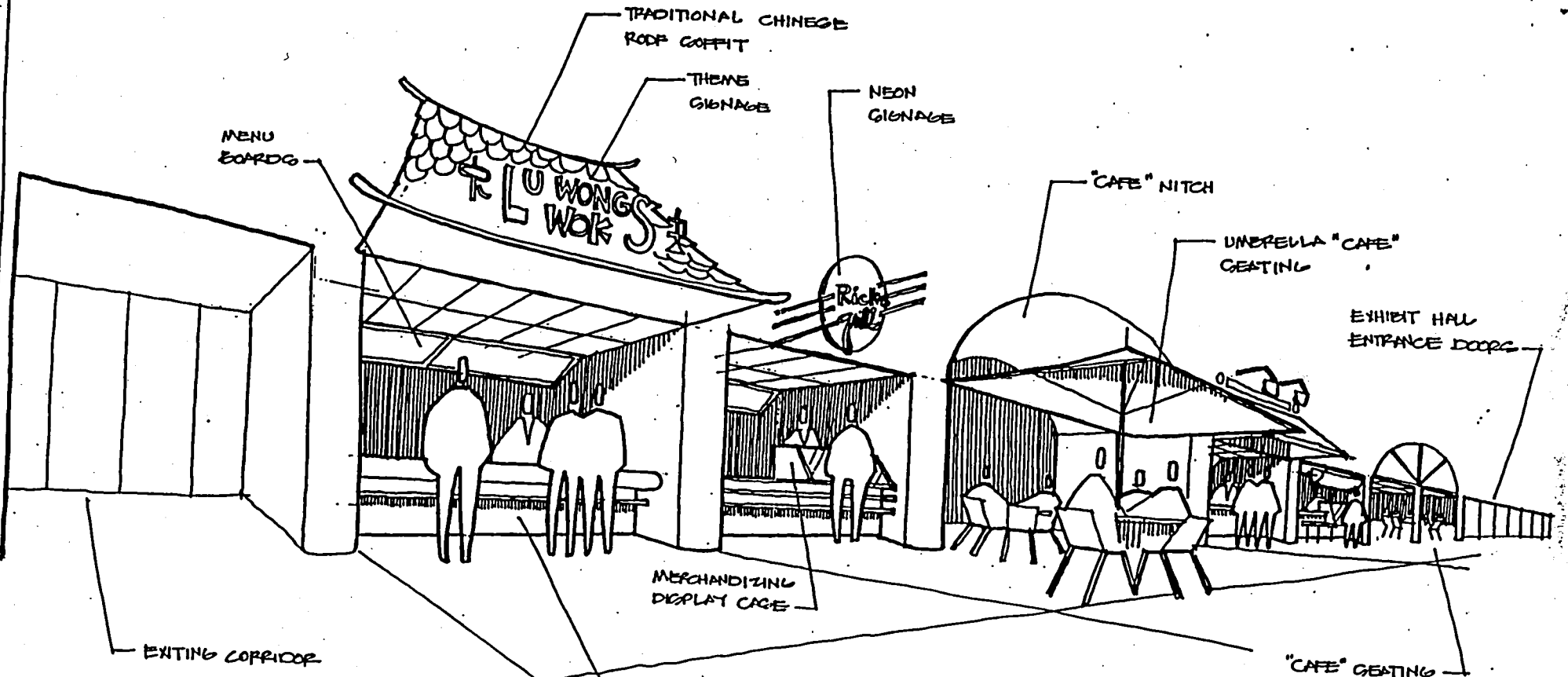
Careful consideration should be given to attaching some sort of awning with attached lighting and legend signage (neon or back lit), to improve the image of this portable entrance way. By adding this attachment to your already functional entrance area, the center will obtain a marketing/merchandising element that should attract guests and provide a feeling of an upgraded atmosphere to users.



CAFE SEATING  
 Oregon Convention Center  
**Proposed Food Emporium**  
 (View from Exhibition Hall at entrance)

Sketch A





EXITING CORRIDOR

MERCHANDIZING DISPLAY CASE

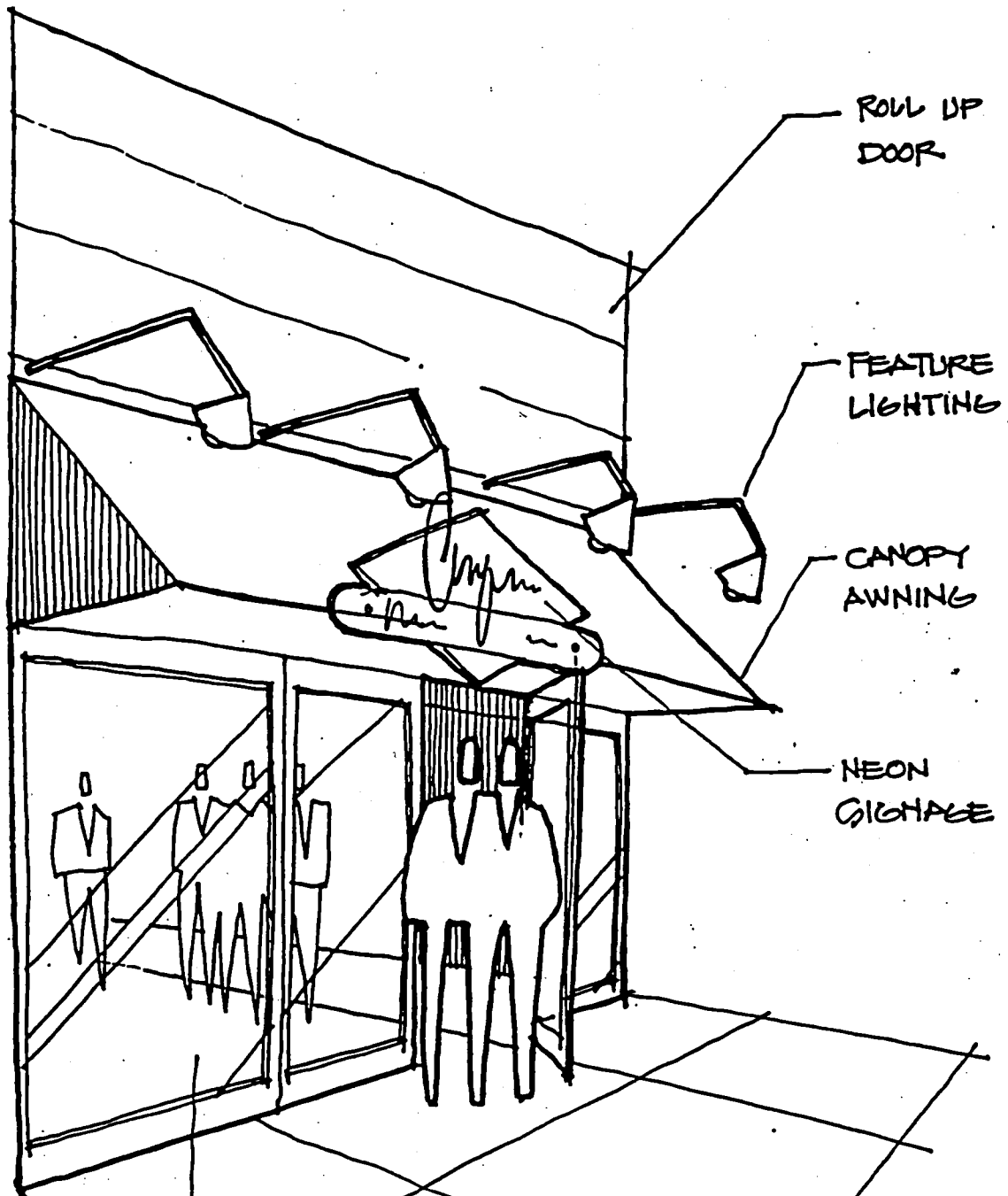
FEATURE SERVING COUNTER FACIAS

Oregon Convention Center  
**Proposed Food Emporium**  
 (View from Exhibition Hall near toilets)

**Sketch B**

**WCS&A**

1110 AVENUE WEST  
 PORTLAND, OREGON 97201  
 PHONE 503-228-1111  
 FAX 503-228-1112



ROLL UP  
DOOR

FEATURE  
LIGHTING

CANOPY  
AWNING

NEON  
SIGNAGE

EXISTING  
"STORE FRONT"  
PORTABLE  
ENTRY DOORS  
W/ GIDE LITEG

Oregon Convention Center  
Proposed tent connector upgrade  
(View from Exhibition Hall)

Sketch C

**WC&A**

Portland, Oregon  
2020 East Main Street  
Suite 100  
Portland, OR 97214

SATURDAY, JULY 23, 1994

## Convention Center plans to add food vending sites

■ Center directors say they want to offer more choices for clients, but area restaurateurs fear the move will hurt their businesses

By **LEE PERLMAN**

*Special writer, The Oregonian*

The Oregon Convention Center plans to add more food vending sites and variety to satisfy the appetites of conventioners within the building.

But nearby restaurateurs fear the visitors will be so satisfied they won't go out to eat at all, taking away profits they have come to expect.

At a meeting Friday, center director Jeffrey A. Blosser said he intends to spend \$400,000 to add four concession stands to the four now located in the facility at 777 N.E. Martin Luther King Jr. Blvd. He also wants to add kitchen facilities to allow the preparation of food on site for the stands, allowing them to offer such things as hamburgers, pizza, and Chinese and Italian dishes.

The total \$500,000 cost will be paid through previously allocated construction funds and should increase the concessions' \$1.3 million gross sales by 10 percent to 15 percent, he said. The improvements should be completed by early next year, he said.

Restaurant owners said they feared the quantity and quality of the new off-

erings would compete directly with their own businesses. Charles Venard of the Holland Corp., owner of Burger-ville USA, told Blosser, "There's no one in this room who doesn't want to help your clients. The Convention Center is a draw. When you succeed, we succeed. My question is, will the good neighbor that held up our sales now take them away? Are you trying to go into direct competition with your neighbors?"

"If we were, we'd open a restaurant," Blosser replied. His intent is to provide enough quantity and quality of food to satisfy visitors, including exhibitors who are unable to leave the building during their events. He added, "Nothing is going to drive people out of a building quicker than bad food."

The restaurant owners were openly skeptical that the expected increase in revenue would be as low as Blosser claimed.

"If it's only 10 percent, it's not much of a change. If it's another \$1 million, it's a significant change," Harold Polin of Tony Roma's said.

Venard said, "If someone told me he was spending \$500,000 to make another \$150,000 a year, I'd say he was nuts."

Blosser replied that the funds, part of the center's original bond measure, have to be spent this year and can be spent only on particular capital improvement projects.

July 22, 1994

**MEMORANDUM**

**TO:** Pat LaCrosse  
**FROM:** Jeffrey A. Blosser  
**RE:** Meeting with Neighbor Businesses on Food Concession Improvements

Per a request from Alan Peters, a meeting was held on Friday, July 22 at 10:00 am to discuss the \$400,000 worth of improvements to the concession stand operation. The major concerns addressed are as follows:

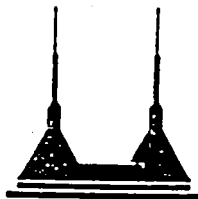
- what the operation will look like and how it will operate
- competition with the local food establishments (concerned that OCC will drastically reduce their business)
- some oversight responsibility is desired by group to review business practices at OCC that would affect their operation
- copy of consultant's report
- tour of areas to be renovated.

Discussion was lively and OCC staff will keep this group involved as we proceed through Phase II and prior to any construction or revamping of the concession stands.

Those in attendance were:

Harold Pollin, Tony Roma's; Mark Brennan, GM, Holiday Inn/Downtown; Larry Harvey, Dir. of Government Affairs, OLA; Phil Peach, Exec. Director, OLA; Dale Simonton, GM, Red Robin; John Lanouette, Administrator, Calaroga Terrace; Chuck Venard, GM, Burgerville; Virgil Oval, PDI, Parking Lot Operations; Bernie Foster, MERC Commissioner; Oregonian Reporter; and Jeffrey A. Blosser, OCC Director.

If you have any questions, please feel free to call.



August 26, 1994

**OREGON CONVENTION CENTER**  
METRO ER COMMISSION

Diane Lindsay  
Northwest Aviation Association  
Ewe-Me and Company  
PO Box 25445  
Portland, OR 97225

Dear Diane:

The Oregon Convention Center has completed consulting work that recommends our concession operation is very outdated, inflexible and needs updating in order to keep the Center competitive. With this in mind, OCC, along with Metro, put together a group consisting of engineers, architects and designers to outline the necessary structural changes based on the food consultant's recommendation. These are attached for your review.

These changes will result in new menus which are much more reflective of current concession operations and better meets the needs of our clients and the attending public. This item will be coming before the Metropolitan Exposition-Recreation Commission for formal public review and approval September 14, 1994 at 12:30 pm in the Oregon Convention Center. I am interested in hearing comments from you relating to these improvements and how they will positively or negatively affect your event(s). Please respond to me prior to September 10, 1994, so your comments can be included in the Commission agenda packets.

You are also cordially invited to attend the MERC Meeting on Wednesday and I will be calling you to discuss this issue in more detail the week of September 5.

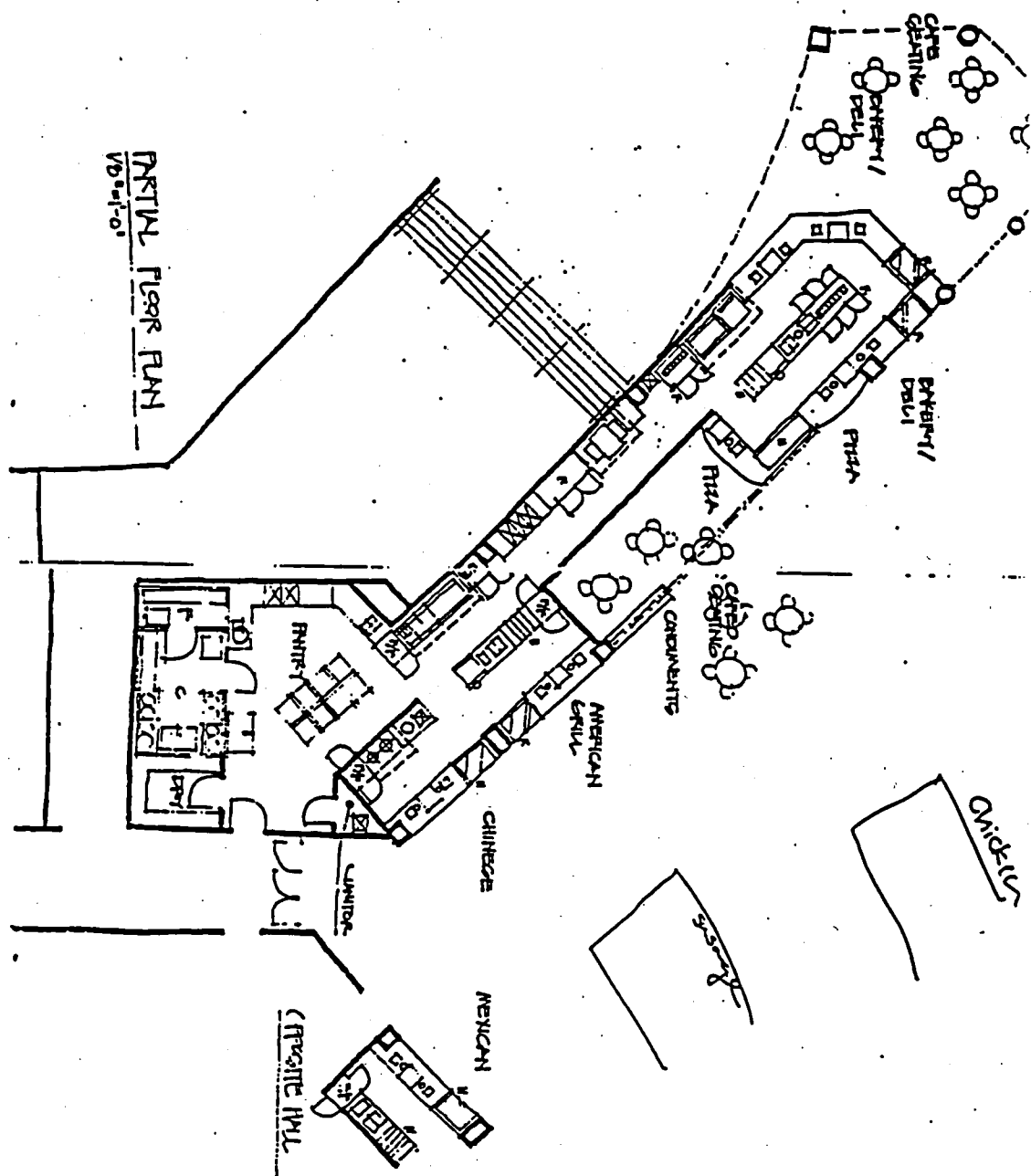
Sincerely,

OREGON CONVENTION CENTER

A handwritten signature in black ink, appearing to read "Jeffrey A. Blosser", written over the printed name.

Jeffrey A. Blosser  
Director

cc: Pat LaCrosse  
OCC Liaison Commissioners  
Sam Brooks  
OCC Advisory Committee



# OREGON CONVENTION CENTER

PROPOSED FOOD & BEVERAGE SERVICE RENOVATION

PRELIMINARY SCHEMATIC  
 21 AUG 74



Aug. 26, 1994 Letter From Jeffrey A. Blosser Sent to:

Chip Caruso  
Professional Trade Show, Inc.  
(Plant Engineering Show)  
416 S. Hillview Drive  
Milpitas, CA 95035  
(800) 548-1407

Diane Lindsay  
Ewe-Me and Company  
Northwest Aviation Assoc.  
(Oregon Air Fair)  
P.O. Box 25445  
Portland, OR 97225  
(503) 224-5351

Karen Fisher  
M & M Productions  
Home Improvement Show  
825 NE 20th Avenue, #120  
Portland, OR 97232  
(503) 236-7284

Karen Wakefield  
Northwest Shows  
NW Women's Show  
15617 Bel-Red Road, #C  
Bellevue, WA 98008  
(206) 882-2977

Lisa Provost  
Providence Medical Foundation  
(Festival of Trees)  
4805 NE Glisan Street  
Portland, OR 97213-2967  
(503) 230-6020

Christine Palmer  
Palmer/Wirfs & Assoc.  
(Antiques & Collectibles Show)  
4001 N.E. Halsey  
Portland, OR 97232  
(503) 282-0877

Chris Coughran  
Pacific Printing & Imaging Assoc.  
(Techgraphics)  
180 Nickerson, #102  
Seattle, WA 98109-1631  
(206) 285-8361

Mike Dean  
Western Exhibitors  
(Portland Gift Show)  
2181 Greenwich Street  
San Francisco, CA 94123  
(415) 346-6666

Sharyl Parker  
Oregon Restaurant Assoc.  
(Pac NW Restaurant Conv. & Show)  
8565 SW Salish Lane  
Wilsonville, OR 97070  
(503) 682-4422

Bob Dethlefs  
American Show Management  
Computer & Office Systems Show)  
9115 SW Oleson, #206  
Portland, OR 97223  
(503) 244-6050

Ed Rice  
International Sportsmen's  
(OR Int'l. Sportsmen's Expo)  
P.O. Box 2569  
Vancouver, WA 98668-2569  
(206) 693-3700

Dan Cyr  
Multnomah Hot Rod Council  
(Portland Roadster Show)  
20439 SW Sauvie Island Road  
Portland, OR 97231  
(503) 621-3054

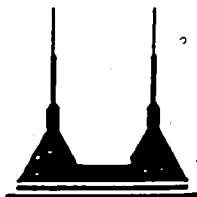
Clayton Hannon  
Executive Director  
Oregon Assoc. of Nurserymen  
(Far West Nursery Show and  
Yard, Garden & Patio Show)  
2780 SE Harrison, #102  
Milwaukie, OR 97222  
(503) 653-8733

Richard Keister  
Metro Portland Auto Dealers Assoc.  
(Greater Portland Int'l. Auto Show)  
777 N.E. Seventh Avenue  
Portland, OR 97232  
(503) 233-5044

Valerie Hubbard, Manager  
Travel & Events  
NIKE  
One Bowerman Drive  
JM-1  
Beaverton, OR 97005  
(503) 671-6453

Dennis Smith, President  
Showcase Productions  
(Holiday Food & Gift Festival)  
P.O. Box 91369  
Portland, OR 97291  
(503) 526-1080

Tracey Barrett  
Director of Special Operations  
(NorthCon)  
Electronics Convention Management  
8110 Airport Blvd.  
Los Angeles, CA 90045  
(213) 772-2965



**OREGON CONVENTION CENTER**  
METRO ER COMMISSION

September 1, 1994

Mr. Virgil Ovall, Chair  
Lloyd District Community Association  
Pacific Development Inc.  
825 N.E. Multnomah, #1275  
Portland, OR 97232

Dear Virgil:

As you are well aware, the Oregon Convention Center is currently working on a project to improve its antiquated concessions operations. I've enclosed details for your review and invite you to comment on this project to see if these changes will adversely affect your food and beverage business. For OCC to remain a first class facility, we must be able to provide the very best service to clients and those attending their events. Improving our selection of food items and providing better service is right in line with this philosophy.

We intend to upgrade the concession capabilities by adding to the menu selection. We currently offer deli sandwiches, coffee, beer and salads. This is not enough variety nor enough points of sale. We also provide many different items on a portable cart basis such as yogurt, espresso, pizza, cookies, lemonade, barbecue and specialty items and have done this for approximately two years.

OCC contracted with a national food service consultant to examine where we could provide better service, more points of sale and a wider menu selection. What you see is the result of such work and what we think will greatly enhance the Convention Center's service and marketability.

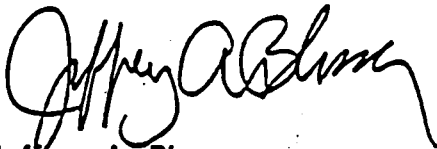
Mr. Virgil Ovall, Chair  
Lloyd District Community Association

September 1, 1994  
page two

I'm asking that you respond back to me prior to September 10 and also invite you to attend the MERC Commission meeting on September 14th at 12:30 p.m. in the Oregon Convention Center where the Commission will publicly review this project. I will be calling you the week of September 5 to solicit your response and answer any questions you may have.

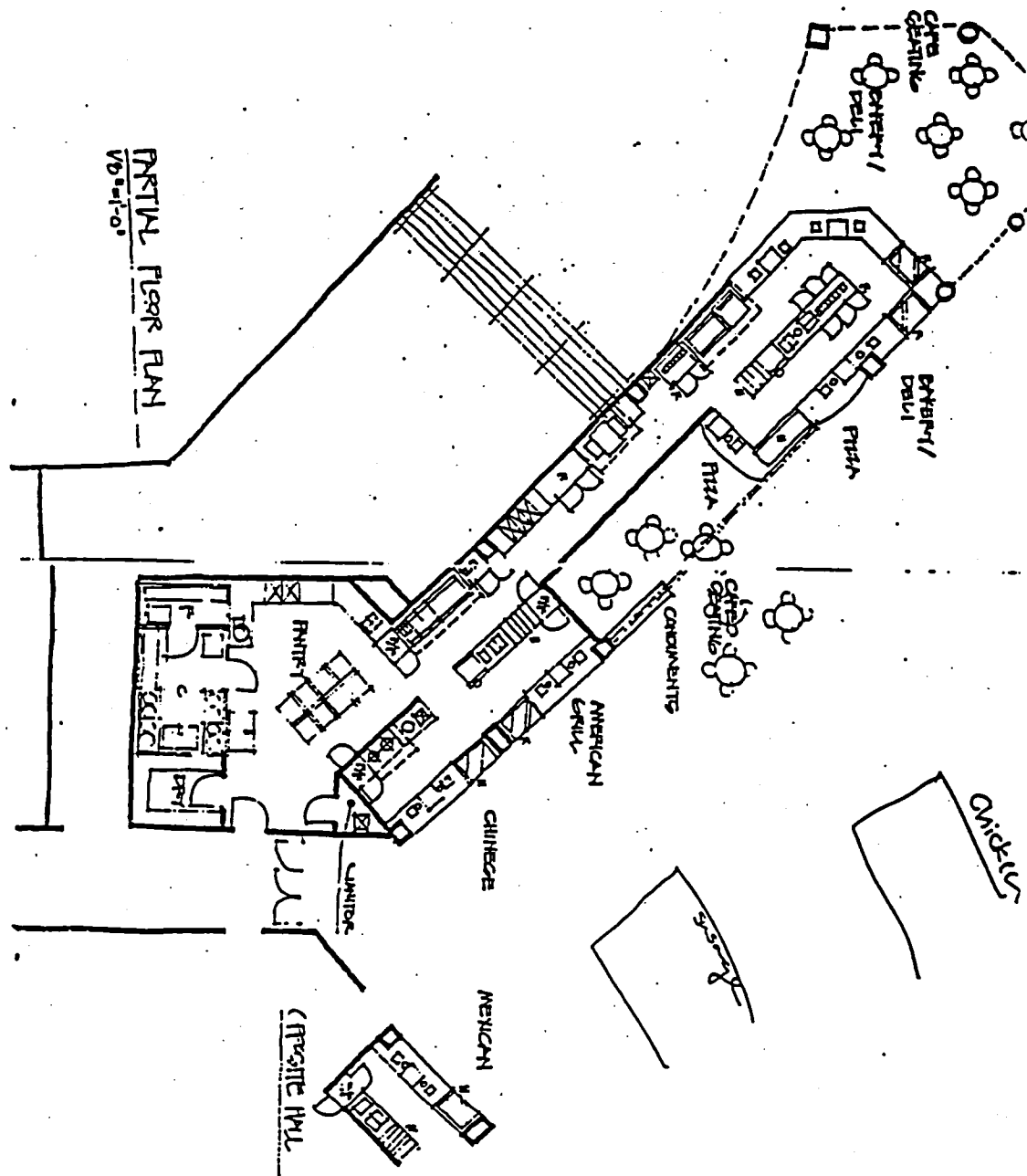
Sincerely,

OREGON CONVENTION CENTER



Jeffrey A. Blosser  
Director

cc: Sam Brooks  
Liaison Commissioners  
Pat LaCrosse



# OREGON CONVENTION CENTER

PROPOSED FOOD & BEVERAGE SERVICE RENOVATION

PRELIMINARY SCHEMATIC  
 21 AUG. 75

Sept. 1, 1994 Letter from Jeffrey A. Blosser to those listed below:

Mark Brennan  
Windows/Holiday Inn  
1021 NE Grand Avenue  
Portland, OR 97232  
235-2100

Chuck Vernard  
Burgerville  
1135 NE MLK, Jr. Blvd.  
Portland, OR 97232  
235-6858

Ron Anderson  
Red Lion Inn-Lloyd Center  
1000 N.E. MLK 97232  
Portland, OR 97232  
281-6111

Gordon Slatsford  
Travelodge  
1441 NE 2nd Avenue  
Portland, OR 97232  
233-2401

Larry Harvey  
Oregon Lodging Association  
12724 S.E. Stark  
Portland, OR  
255-5135

Phil Peach  
Oregon Lodging Association  
12724 S.E. Stark  
Portland, OR 97233  
255-5135

~~Virgil Ovall  
Pacific Development Inc.  
825 N.E. Multnomah, #1275  
Portland, OR 97232  
233-4048~~

Wanda Rosenbarger  
Lloyd Center  
2201 Lloyd Center  
Portland, OR 97232  
282-2511

Joe Turco  
Lyons Restaurant  
1212 N.E. MLK, Jr. Blvd  
Portland, OR 97232  
233-5008

Darlene Sauer  
Best Western Inn  
420 N.E. Holliday  
Portland, OR 97232  
233-6331

Dale Simonton  
Red Robin  
1139 N.E. Grand Avenue  
Portland, OR 97232  
231-9223

Dan Brown  
Sizzler Restaurant  
834 N.E. MLK, Jr., Blvd.  
Portland, OR 97232  
238-4574

Eric Poteete  
Denny's  
425 N.E. Hassalo  
Portland, OR 97232  
236-3727

~~Virgil Ovall, Chair  
Lloyd District Community Assoc.  
825 N.E. Multnomah, #1275  
Portland, OR 97232  
use PDI nbr. 233-4048~~

Rich Carter  
Rich's Deli  
420 N.E. Glisan  
Portland, OR 97232  
233-8081

Harold Pollin  
Tony Roma's Restaurant  
718 N.E. MLK, Jr. Blvd.  
Portland, OR 97232  
232-5559



THE  
**Holland, INC.**  
THE HOLLAND  
AND BURGERSVILLE U.S.A.  
RESTAURANTS

CORPORATE OFFICES  
111 WEST SEVENTH STREET  
VANCOUVER, WASHINGTON 98560

(206) 694-1521

September 13, 1994

Mr. Jeffrey A. Blosser  
Oregon Convention Center  
777 NE Martin Luther King Jr. Blvd.  
PO BOX 12210  
Portland, Oregon 97212

Dear Jeff,

This letter is in response to your letter to Chuck Vernard, Burgerville General Manager, dated 09/01/94.

It is difficult for those of us who have supported efforts at the O.C.C. to understand how a two year old operation can be "antiquated", and it further escapes understanding how, the O.C.C. believes we can continue to be supportive of a public entity which would turn the tables on the business community which put it in operation in the first place.

In our view this proposal negates all the valid reasons for developing the O.C.C. This proposed project needs to be carefully re-evaluated and subjected to public scrutiny prior to any further development of these plans.

We will be represented at the MERC Commission meeting on September 14th at 12:30 PM in the O.C.C.

Sincerely,

Jack C. Graves  
Property Development Manager  
Burgerville U.S.A.

cc: Steve Pfeifer

TO: <b>Jeff Blosser</b> <b>O.C.C.</b>	FROM: <b>JACK GRAVES</b> <b>The Holland Inc.</b>	DATE: <b>9/13/94</b>	TELE: 74650
		FAXES INCLUDING THIS PAGE	
FAX #: <b>731-7805</b>	FAX #: <b>283-0176</b> PHONE #: <b>283-6052</b>		

**Travelodge  
Hotel**

September 9, 1994

Jeffrey A. Blosser  
777 NE Martin Luther King Jr. Blvd.  
Portland, OR 97212

Dear Jeffrey,

I am responding to your letter dated September 1, 1994 relating to food concessions.

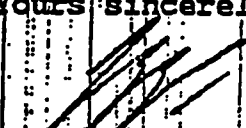
I do not envision any specific impact upon my operation except for breakfast time and would not wish to object to your improvement as long as you contain the hours of operation to the hours a convention is using the convention center.

As an aside to this issue I believe if you increase your food concessions then an element of the increased turnover should be used to reduce the subsidy charged to hotels for certain conventions. This subsidy ranges from .50 to \$5.00 or more per room night and is used to pay some of the convention costs.

Clearly there is both a service and profit motive behind your proposed changes and thus a subsidy based on volume would appear most reasonable. In the hotels case our subsidy ranges from 1% to 8% thus you may wish to consider a mid way point for conventions requiring a subsidy.

I would be interested to hear your thoughts.

Yours sincerely,

  
Gordon Slatford  
General Manager  
FORTE  
HOTELS

PORTLAND

1441 Northeast Second Avenue, Portland, OR 97232 (503) 233-2401 Fax (503) 238-7016





RECEIVED SEP 12 1994

Oregon Association of Nurserymen, Inc.

September 12, 1994

Jeffrey A. Blosser  
Oregon Convention Center  
P.O. Box 12210  
Portland, Oregon 97212

Dear Jeff:

Having just concluded a very successful Farwest Show at your facility and reviewing plans for an expanded food service program at the Convention Center, let me offer some thoughts and comments which you may wish to include in your report to Metro later this week.

First of all, from a show management position, let me encourage you and Metro to give serious consideration to up-grading the food service available at the Convention Center. This is in no way intended to be a negative comment in regards to Fine Host's operation, but a general observation of concession food service currently available to users of the facility.

If the Oregon Convention Center is going to continue to be considered a first-class event facility, then it needs to move beyond the hot dog, pretzel and pizza menu now offered. I can tell you from first hand experience that if visitors to a facility are given the option of an expanded food menu they will take advantage of it.

A case in point was the final year we used Memorial Coliseum for the Yard, Garden and Patio Show. As you may recall we developed a special "garden restaurant" in the G-P Room with Fine Host offering a varied menu of hot meals. Not knowing what that weekend's revenues totaled, I can tell you it had to be a financial benefit to the facility compared to our earlier events or other similar events which used only the standard concession stands and customary "sports event" menu.

From a show management point of view, an expanded menu of higher quality food items would be a benefit to us as well as the facility. Exhibitors who must remain on site and work their booth space anywhere from six to 10 hours a day are in need of, and would welcome, a choice of meals. Additionally, show visitors, whether they be attending a closed trade show or a consumer show would also respond favorably to a more complete food service menu.

Let me also comment on an item I learned about from the local media within the past few weeks. Evidently there are some restaurant operators in the vicinity of the Convention Center who are objecting to the facility expanding

Jeffrey A. Blosser/OCC Food Service  
September 12, 1994  
Page 2

its food service. I would offer that this objection is not well based, and to some degree very surprising. If it was not for the Convention Center, and the business it generates for the immediate area, these same restaurant operators would be doing far less business in the long run.

I find it hard to believe that an expanded food service for the benefit of the facility's visitors would adversely impact the established area restaurant trade. Conversely, I feel confident shows such as the two which I manage annually would find the additional food service to be an advantage to participants as well as visitors, at the same time providing the Convention Center with a new look, and obviously increased revenue.

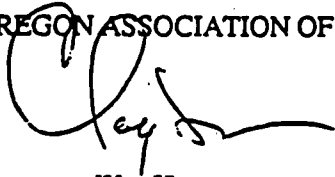
The one objection I have with the present plans, at least the preliminary draft I have seen, is the possibility of losing saleable exhibit space. Based on the two floor plans I am currently using for my shows the addition may not negatively impact us, unless the Fire Marshal determines he will require additional space in and around the proposed concession areas. If it should be determined that wider aisles or open space near the concessions is required, then I would loose something in the vicinity of 10 to 20 exhibit booth spaces, significant dollars.

As a major tenant of your facility let me encourage you to do whatever is necessary to maintain the Convention Center in the same high quality, first class manner which you have so successfully operated it since it opened. Having personally watched the Coliseum fall from a premier facility to a less than desirable venue to stage non-sports events, I know how easy it is to cut corners and fail to maintain a building in the manner necessary to continue operations at a quality level.

Please do not let this happen to the Oregon Convention Center. From all indications, based on my understanding, your plan to expand and improve the food service operation is a step in the right direction.

Sincerely,

OREGON ASSOCIATION OF NURSERYMEN, INC.,



Clayton W. Hannon  
Executive Director



RECEIVED SEP 8 1994

September 5, 1994

Trade Shows • Special Events

Mr. Jeff Blosser  
Director  
Oregon Convention Center  
777 NE MLK Jr. Blvd.  
Portland, Oregon 97212

Dear Jeff,

I was extremely pleased to hear your plans for increasing the food options at your facility. As a consumer show producer, it is very important to keep attendees at the show as long as possible. Once they leave, they generally don't return. The longer an attendee stays, the more exhibitors he/she will talk to and therefore, exhibitors have a greater opportunity to do business.

Your current options for food are less than adequate. Not only do attendees complain about the poor selection and lack of variety, exhibitors complain also. As you know, exhibitors are captive customers for days at a time and appreciate having good food choices close, since time does not always allow them to leave their exhibit for long periods.

Another issue for myself is seating for attendees. In an effort to get attendees to stay, I have to devote saleable floor space to sitting areas so attendees can rest, eat, etc. It is my understanding, your new food areas will provide some seating. While it may not be enough, it is a step in the right direction.

Connected to the inadequate service areas you have at this time is the placement of food carts. While I appreciate your investment in these alternative temporary eating stations and am greatfull for their existance, they do not come without problems. We get requests and inquiries constantly from exhibitors who are concerned about the placement of a food cart near their booth.

I have attended Convention Centers in other markets and believe me, the food areas and choices are much more sophisticated than what is offered at OCC. I commend you for pushing forward with this much needed addition to an otherwise great facility. My only disappointment is they won't be completed for my October show.

Enclosed, please find a copy of our latest exhibitor survey with their comments on food at OCC.

Sincerely,

Karen E. Fisher

- Opening at noon on a weekday seems to be a waste of time.
- Wednesday and Thursday nights are usually older or just lookers that want to beat the crowds.
- I think the times you had were the right amount.
- Keep it the same!!
- No. Time and expense to set-up (5-day good). 9-10 dead time. Customers will come early if show ends at 9 pm.
- Wednesday was a good day, but 4 days would be much easier for us to handle as a small company and I'm sure other people have the same problem.
- Best hours I feel for show, forget Thurs., waste of time! Fri: 12-9, Sat: 11-9, Sun: 12-6
- The Portland Home Show (spring) used to be billed as Portland's "biggest" show. They have reduced the number of show days from 9 to 5. You are the big show now. Hold it in the spring and do 9 days. The convention Center is a major reason why. Do not book dates the same as Seattle Home Show.
- Good idea! Staffing would be much easier and exhibitor costs should be reduced.
- Actually, I would like to see the show open on either Wed. or else run it a full week.
- Five days A.O.K.
- I think more days like Friday would be more profitable!
- Four days is enough floor time. Weds. night seems more for "gawkers" to me! Thur-Fri-Sat & Sun. the more interested sincere folks show up.
- We like the five day show. It enables us to earn our expense money back with the additional day. We would definitely vote to keep the hours the same as they have been.
- Prefer just the way it is now.
- It would be easier to man.
- Yes, but this is not a crucial issue for us.
- No. However, if you so decide we'll be happy to be there, but evening sales are usually always better for us than weekday sales.
- Perfect 5-day show.

14. Due to complaints about food selection at the show, what items would you like to see offered?

18% Pasta  
23% Salads

22% Soup  
20% Sandwiches

17% Baked Potatoes

Other:

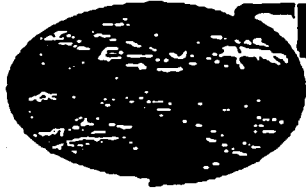
- Less expensive!
- Food prices were rather high.
- Not such exorbitant prices!
- Higher nutrition, less cost for juice!!
- Food OK!
- Fresher foods. Thanks for asking!
- Any/all of the above.
- Tacos, chicken.
- Hotdogs and Hamburgers works for me.
- Food is robbery in price.
- Selection is not a problem— low quality, too expensive.
- The espresso shop would not do "double" or extra shots of espresso. No flexibility!
- Chicken at a sit-down cafe?
- Any of the above would be better than hotdogs— we either bring food or leave the show to eat.

- Food selection and quality are poor. Employees are rude and disinterested. Metro needs to find new food service surveyors. These folks are terrible. I believe having these rude, non-helpful people in the arena distracts from the show's goal and objectives. They are a negative.
- Starbucks Coffee.
- All of the above.
- At somewhat reasonable pricing!
- We liked the food in the back room restaurant.
- Prices are too high! Deli foods need more attention. Keep things light and cost down.
- Food was too expensive!! Everybody was complaining and then would leave early to eat rather than pay the high prices!!
- The frozen yogurt stand was our favorite.
- Fresh fruit.
- All of the above, please!!!

#### 15. Additional comments/suggestions about this year's show or for next year's show:

- It is always a pleasure to work with the staff. They are courteous, calm and ready to help with a smile. My only real disappointment is the exhibitor's lounge. Separating smoking from "non" with a curtain hardly works. Eating at the concession area does not really provide a break, but it's the only smoke free area. Are all the conference rooms used all the time?
- Your salespeople should sell the advertising in the show publication much harder.
- Thank you! You guys did a great job!
- We were very impressed with the show. It was extremely well organized, laid out, and the security was great! Cary Lee was great. She was always willing to go above and beyond to make sure the vendors were well taken care of, and she was always very accommodating!
- Make parking options improved for us. And we feel for next year's show a better location.
- The area by the overhead doors along the back of the building should be limited to unloading booth items— NO PARKING. Provide a listing of participants by their category to allow people looking for windows to see all booths, etc.
- More exhibitor passes for those of us who are fortunate to staff in shifts. Or at least make one exhibitor pass good for all day rather than punching and hand stamping. This would enable trading the pass around.
- Thank you for your prompt attention on the "Fitness" sign above the regulated 8' height. Your efforts help keep this show the "class" show of the Northwest.
- Open show on Sunday at Noon and run to 8pm. 10-noon was very light and there were people trying to see the show at 6pm as it was closing.
- Make the master passes just a general masters pass without having to have each day punched. As an exhibitor I think it's embarrassing to have stamp on your hand!
- More passes per 10'x10'. Better parking.

# INTERNATIONAL SPORTSMEN'S EXPOSITIONS



September 8, 1994

Jeff Blosser, Director  
Oregon Convention Center  
FO Box 12210  
Portland, OR 97212

Fax: 503-235-7417

This letter serves as a follow-up to your letter of August 26th and our telephone conversations regarding the changes in the OCC Concession operation. The changes outlined will be a welcome upgrade to our exhibitors as well as the ISE staff.

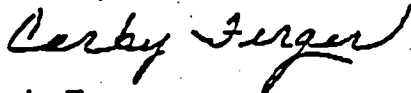
Relating to these changes, our comments are as follows:

- The changes will not affect revenue floor space, it is our understanding the changes will be made to existing "concession" area and not affect the floor space.
- The revenue perimeters will be secure with no access to the concession area from the lobby.
- Temporary concessions would be set during our show in January 1995.
- Construction would still be underway in January and work would be done during "non-show" hours.
- OCC would provide additional security when construction workers were on the premises and construction workers will wear credentials at all times.
- Our 1995 show will have a "cafe" on the floor as we have the past couple years

Jeff Blosser, Director  
September 8, 1994  
Page -2-

Do not hesitate to call if you have questions or we can be of further assistance. Please let us know the progress of this project.

Sincerely,



Corky Ferger  
Director of Operations



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TRI-COUNTY LODGING ASSOCIATION - 12724 S.E. Stark - Portland, OR 97233 - (503) 255-5135

September 20, 1994

COPY

Mr. Patrick LaCrosse  
Metropolitan Exposition and Recreation Commission  
P.O. Box 2746  
Portland, Oregon 97208

Dear Pat:

At the Tri-County Lodging Association Board of Director's meeting last week, Larry Harvey reported the two of you had met to discuss issues of mutual interest to our organizations. We are pleased to think the relationship between our Association and MERC has matured to the extent representatives of the organizations regularly communicate now. This is of great benefit to the entire tourism industry in the Portland metropolitan area.

As you know, our organization recently voiced great concern regarding two issues involving MERC; the expansion of the food service facilities at the Oregon Convention Center and the development of recreational vehicle parks at Blue Lake and Hayden Island. In both instances, the concerns were focused upon the appearances of the public sector competing with the private sector for market sales. According to our report from Larry, at least one of these issues may be resolved.

The opportunity to review the contracts for food service and catering at the Oregon Convention Center, as I understand it, may include an option for a non-exclusive agreement in the future. Should that become a reality, we would certainly encourage you to offer other local food service operators a chance to bid on space for catering or niche product sales. We believe this solution would satisfy a majority of the concerns and complaints raised by some of the other local operators, and would certainly satisfy ours.

Regarding the development of recreational vehicle parks, we understand Larry has been participating in the process to select a contractor to perform the feasibility study. Given his participation in that, we trust our organization will be regularly supplied with information as it becomes available, and thus avoid the situation which developed over the food court project.



Pat LaCrosse  
September 20, 1994  
Page 2

We appreciate being considered a partner with MERC on these very important community issues, Pat. In fact, we are committed to maintaining a strong relationship with the commission and anticipate our partnership will be full-time and long-term. While we may not always see "eye to eye" on every issue, we're convinced it is in everyone's best interest that we strive to resolve any problems which may arise collectively in a proactive manner and spirit. We appreciate and are committed to being a part of the solution.

We look forward to working with you on the expansion of the Convention Center, as well as resolving the need for a headquarters hotel. Thanks again for your hard work on the PCPA funding transfer.

Sincerely,

Ron Anderson  
President

cc Jeff Blosser  
Chris Bailey  
TCLA Board Members

VOTING      AYES      Commissioners Carlsen, Conkling, Middleton, Norris, Scott  
MOTION PASSED

**FACILITY & LIAISON COMMISSIONER REPORTS**

**OCC**

**Renaming of OCC** - Chairman Brooks asked that this issue be reviewed in detail in Committee. All aspects of the impact of such a change needs to be explored fully at the subcommittee level. The Chair asked Commissioner Conkling to chair that subcommittee, adding also Bill Nato and a Metro Councillor. This issue will be brought to the October Commission meeting by the subcommittee..

*Commissioner Foster arrived at this time.*

**Concession Improvements at OCC** - Blosser summarized this issue providing the background that this was included in last years budget covering a retrofit or renovation of the concession operation at OCC. This needed amendment in the OCC food service includes labor intensive portable concessions for use in the Exhibit Hall and Lobby, as well as an event tent. More and more of the exhibit hall and lobby has been used for "sellable space", hence the ability to provide needed food service through points of sale and outlets for concessions is negated. This review process has also looked at the quality and variety of the food service. Also in attendance was consultant, Bill Caruso, who has assisted in this extensive review process. Mr. Caruso provided a brief overview of the suggested changes being proposed for the Convention Center. Mr. Caruso also stressed the level of increased income that can be realized from improved food and beverage service. Blosser reviewed these changes using a diagram of proposed changes.

Blosser requested the Commission to give the General Manager the authority to bid, let and contract for this project for an amount not to exceed \$500,000. This project was budgeted in the budget process at \$425,000. A portion of the \$150,000 capital limit for Fine Host for equipment purchase and equipment refurbishment would be used as well.

Hospitality industry representatives were consulted on this project, as well as neighboring merchants.

It was moved by Commissioner Conkling seconded by Commissioner Carlsen approving Resolution #94-48.

Easton Cross, Portland Conference Center. He commented that the food and beverage success formula alluded to by the consultant, Mr. Caruso, was not necessarily a foregone conclusion and is certainly viewed differently by the surrounding business community. He felt strongly that the merchants should be given more time to adequately review the proposed plan and provide MERC with their findings relating to the return on the dollar proposed to be spent.

Mike Fisher, Update Management, manages associations that use the Convention Center. His comments support the necessity for food and beverage service variety and choices resulting in keeping the attendees in the facility thus promoting business and interaction with the exhibitors. The quality of the service and product is of importance to Mr. Fisher, as well.

Larry Harvey, Tri-County Lodging Association. Expressed support for the proposed project as it relates to promoting Portland and its convention services.

David Sloma, Fine Host. Feels the improvements being proposed are badly needed to provide the quality, availability, and diversity requested by the users.

Mike Smith, POVA. Competing for national conventions requires top quality, customer-oriented, food service variety. Expressed support for this project.

Karen Flsher, M & M Productions, produces the Home Improvement Show. This includes 750 booths and exhibitors. The exhibitors are very desirous of having the attendees stay on the show floor and have the opportunity of food quality and variety available to them. Expressed support for this project.

Virgil Ovall, Lloyd District Community Association. Very supportive of the Convention Center's success. Want to keep the partnership between the community and the Convention Center a positive, ongoing one.

VOTING      AYES              Commissioners Carlsen, Conkling, Middleton, Norris, Scott  
                 NOS              Commissioner Foster  
MOTION PASSED

#### PORTLAND CENTER FOR THE PERFORMING ARTS

Civic Auditorium Restroom Additions - Harriet Sherburne recognized Mark Hunter's efforts in working with the City to obtain a workable solution to accomplish the goals of additional restrooms that also meet the ADA requirements. Hunter reviewed the proposed additions. In response to Commissioner Carlsen, Hunter stated the costs for this solution versus the mandated ADA compliance originally proposed by the City came out about the same.

Sherburne requested approval for an amount not to exceed \$110,000, following the appropriate bidding procedure.

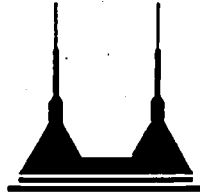
It was moved by Commissioner Carlsen, seconded by Commissioner Foster approving Resolution #94-49.

VOTING      AYES              Commissioners Carlsen, Conkling, Foster, Middleton, Norris, Scott  
MOTION PASSED

Land Lease for PCPA - Staff is requesting approval of the land lease rent adjustment for the next five years on the land that underlies the new theater building. Two particular adjustments have to be made each five years; the value of the land and the return on investment. Following the calculation, then there is a netting out to determine the space that is leased back to the church. Sherburne expressed appreciation to Charlie Hinkle who represented the church on this matter. Consideration was given to comparable land values in the vicinity and a fair agreement has been negotiated resulting in a modest impact to the PCPA budget.

It was moved by Commissioner Norris, seconded by Commissioner Conkling approving Resolution #94-50.

VOTING      AYES              Commissioners Carlsen, Conkling, Foster, Middleton, Norris, Scott  
MOTION PASSED



**OREGON CONVENTION CENTER**  
METRO ER COMMISSION

October 21, 1994

**MEETING NOTICE REVISION**

The Oregon Convention Center Advisory Committee's special meeting, to be held Tuesday, October 25, 1994 at 10:00 am in the King Board Room, Oregon Convention Center,

**HAS BEEN CHANGED TO THE FOLLOWING:**

The Oregon Convention Center will hold a public meeting and discussion on Tuesday, October 25, 1994 at 10:00 am in the Metro Council Chamber Annex Room, Metro Regional Center, 600 NE Grand Avenue, Portland, Oregon. The Oregon Convention Center Concession Stands Renovation/Improvements Issue will be the sole item of discussion.

M E M O R A N D U M



METRO

DATE: October 14, 1994  
 TO: Pat LaCrosse  
 FROM: Casey Short *CS*  
 RE: OCC Concessions Project

Post-It™ brand fax transmittal memo 7571		# of pages
To	PAT LACROSSE	From
Co.	MLC	Co.
Dept.		Phone #
Fax #	731-7870	797-1543

Here are the people who signed up to testify last night:

- CS* 1. Steve Moskowitz - Attorney for Holland, Inc.  
111 SW Columbia, Suite 1080 (97201) *227-1116*
- CS* 2. Alan Peters - Portland Conference Center  
300 NE Multnomah (97232) *239-9921*
- CS* 3. Lamar Newkirk - Calaroga Residents' Ass'n  
1400 NE 2nd, #1611 (97232) *234-1227*
- CS* 4. Terry Rither - Community Ear Newspaper  
300 NE Multnomah, #2
- CS* 5. Easton Cross - White, Wykoff & Cross  
222 NW Davis, #317 (97209)
- CS* 6. Jack C. Graves - The Holland Inc. - Burgerville  
109 W. 17th St.  
Vancouver, WA 98660 *206-694-1521*
- CS* 7. Becky Kearny - Carousel Photography  
300 NE Multnomah *232-5251*
- CS* 8. Kathy Matrisciano - Carousel Catering & Photography  
300 NE Multnomah
- CS* 9. Michael Mong - Lyon's Restaurant *233-5008*  
1215 NE MLK Jr. Blvd. (97232)
- CS* 10. Chuck Venard - Holland-Burgerville Inc.  
1135 NE MLK *235-6858*
- 11. Virgil Ovall - Lloyd District Community Assoc.  
950 Lloyd Center, Suite 29
- CS* 12. Dan Brown - Sizzler *233-41574*  
834 NE MLK

Oregon Convention Center  
 Concession Meeting  
 Metro - Council Chamber  
 October 25, 1994  
 10:00 a.m.

**SIGN-IN SHEET**

**PLEASE PRINT**

NAME	ORGANIZATION	ADDRESS	CITY & ZIP
JEFF BLESSER	OR CON. CTR		
JACK GRAVES	The Holland Inc.	109 W 17 <sup>th</sup>	VAN. WA. 98660
Chuck Wagner	Beverly Hills USA	1135 N.E. MILK	PORTLAND
Alan Peters	Portland Conf Center	300 N.E. MULTNOMAH	
CHRIS BAKER	MERC		
Rev. Pat HARKIN	TRILLIUM C. AT.	300 N.E. MULTNOMAH	
TERRY RYMER	The Community Fair	300 N.E. MULTNOMAH	
Phillip	AFS	5015 NW Industrial	Port Orej
David P Sharma	Fine Host	Oregon Conv. Center	
Corinne Bloomfield	Coffee People / Motor Mole		
Virgil Duall	Lloyd District Assoc	825 NE Multnomah Suite 1275	Portland, OR
Jean Winkler	Cabins: Terrace Club	1400 NW 2 <sup>nd</sup>	Box 97232
Suzanne Baker	Wendy's International	1451 NE Street	
Steele Moskowitz	Attorney for Holland	111 S.W. Columbia	
MIKE FISHER	LIPDATEMENT	825 NE 2 <sup>nd</sup>	PORTLAND
Cavalyn B. Wence	CREGG State Riv	-5200 SW Meadows Rd.	LAKE OS.
CASHEL STOUT	METRO		
Mr. Smith	PCVA		
Ruth McFarland	Metro		
Sandi Halsey	Metro		
Mark Miller	METRO		
Don Ricks	METRO		



**Oregon Convention Center Concession Stands  
Improvement/Renovation Public Meeting & Discussion**

**Tuesday, October 25, 1994 - 10:00 am  
Metro Council Chamber Annex Room**

**Those Present:**

Jack Graves, The Holland Inc.	Mike Smith, POVA
Chuck Venard, Burgerville USA	Casey Short, Metro
Alan Peters, Portland Conference Center	Ruth McFarland, Metro
Rev. Pat Harkins, Tri-Met C.A.T.	Sandi Hansen, Metro
Terry Rither, Community Ear	Mark Williams, Metro
Ron Miller, GES	Don Rocks, Metro
Corinne Bloomfield, Coffee People/Motor Moka	Jeffrey Blosser, OCC
Virgil Ovall, Lloyd District Assoc.	Berit Stevenson, Metro
John Lanouette, Calaroga Terrace	Mitzi Scott, MERC
Steve Moskowitz, Attorney	Gary Conkling, MERC
Mike Fisher, Update Management	Pat LaCrosse, MERC
Carolyn Wence, Ore. State Bar	Ed Washington, Metro
Lee Perlman, The Oregonian	Chris Bailey, Expo
Easton Cross, White, Wykoff & Cross	David Sloma, Fine Host
Bob Rice, Ore. Restaurant Assoc.	Suzanne Baker, Wendy's

MERC Commissioner Gary Conkling opened the meeting and briefly explained that the purpose of the meeting was to discuss and exchange views related to the proposal of concession stand improvements in the Oregon Convention Center. Conkling asked each person present to introduce themselves.

Jeff Blosser reviewed with the group some background information related to the proposed renovation of the OCC Concession Stands (see attached list). Blosser also reviewed two major reasons for the project being left out of the original construction project therefore leaving no means of cooking at any of the concession stands. This was due to cost for venting and equipment. Concession stand service has been very



limited due to restricted menus. Blosser stated that complaints have been received from both exhibitors and licensees that our concessions menu was too limited and did not provide enough variety. Lack of concession signage prevented an upgraded atmosphere and marketing of menus. By using portables and portable equipment to help service the concessions requirements of events, OCC loses space on the exhibit hall floor. A tent was purchased to help alleviate this problem and it helped some, but space is still lost by using portables. Also, using portables is very expensive. This renovation project seemed the workable solution. Blosser reviewed the past food and beverage revenues.

Alan Peters: How are you doing this year for your concessions? You gave us figures for last year of \$1.3 million - with vending carts, etc. How are you doing for 1994 so far?

Blosser: Catering is up due to Amway. Concessions are tracking with budget.

Sloma: Along the same lines as 1993

Alan Peters: Can we define Concessions meaning your vending carts, out of your exhibit stands or locations as opposed to serving out of the kitchen?

Sloma: Concessions is cash sales and catering is more contracted

Alan Peters: That's what I would like to hear is cash sales.

Blosser: 60-80% even of concessions food is prepared and served out of our kitchen so we don't have the capability in our stands.

Alan Peters: When you are talking about catering though, is that cash sales? I am a little confused.

Blosser: No cash sales is over the counter sales for an item. \$4.25 for a platter or something.

Alan Peters: The concessions we are questioning or the competition in the concession business does not include catering.

Blosser: Concessions being basically a third of our total food business.

Alan Peters: And about how much of that is through the vending cart, or what you call portable facilities?

Sloma: It is probably about 50/50, 50% of each. Currently, in fact, even with the new concession renovations, we are at this time selling those items during different

shows. We do everything from the deli and we also have a sausage location, taco salads and tacos, we do caesar salads, build your own burgers out in the tent, we just have introduced doing the Chinese cart, so really all these new, per say concessions, are done right now on a portable basis, but based on space of the exhibits as they grow and grow as shows do, we are finding less and less space to provide this service to the customers. With the permanent ones, we will be able to do it more efficiently, cooking right in front of people, less labor intensive, less workman comp claims for back injuries, open the doors and you are ready to go vs. spending hours and hours of setting up portable locations.

Alan Peters: And then what happens to the vending carts once you open you new or if you should open the new food court, what happens to the vending carts?

Sloma: They will still be able to be used depending on the space requirements. Some of them are currently used for lemonade carts and dessert carts and down after expansion they will be used even more.

Alan Peters: One of the main concerns I think we all have is, and I want you to understand that I have asked for a couple of figures from Jeff Blosser's office and one of them has not been forthcoming but I am not sure why but one I asked for the figures for the Square Dancers that were here just this June and Jeff reported to me that they did \$110,000 in that four day period.

Blosser: Five days

Alan Peters: Five days..I don't see your problem in being able to serve that many people and if you can sell cash sales of \$110,000 in a four or five day period, then what is the problem, why do you need to spend another 1/2 million dollars?

Sloma: I think in that show you have to remember also that there weren't exhibits going on so we did have the space available to do it. I think it will create a more efficient operation and also allow us to pull some of the burden off the kitchen by being able to do it in one location. The kitchen is only so big right now, and when we have multiple functions going on whether it's Dreambuilders during July we were serving 10,000 sit-down...that kitchen is tight...by being able to do these stands we can cook right there and will relieve a lot of that strain on the kitchen.

A. Peters: When the Convention Center was promoted early on, they had indicated that it could serve up to 10,000 people out of that new kitchen?

Blosser: 6,000

A. Peters: 6,000? I remember...

Blosser: 10,000 as the capacity of the building

A. Peters: Oh, I see... how many people do you feed when you have the Amway in?

Blosser: Well, we will do more on occasion than that but it is real tough.

Sloma: Yes, it is tight.

Blosser: That's because it has just grown.

A. Peters: I hope you understand from the community's standpoint, that certainly from the restauranteurs' standpoint, we want you to do all the cooking out of that kitchen that you can possibly do and that means you are selling conventions and we are more concerned, I think, about the cash sales, or the public..when you open your doors to the public, those are the people that we are used to serving and not the conventioneer. I just wanted to make that point.

Blosser: Well, I think both of them are served by all the restaurants and I think conventioners also, especially them, have the capability of leaving the facility more so than people who do public shows because they are paying an admission to get in. They, more than anybody else, have the ability to stop some place before they come to the Convention Center or stop some place after they have had their meetings, my concern too is, and I haven't gotten any figures back from you Alan, or if you know, is the kind of business that started in 1990 and what the local businesses have done between 1990 and 1993. I am sure that the business has been very good for most folks in this area while the concession operation has grown 2-fold, I don't know that it has hurt any businesses here in the area, in fact it has probably been to the benefit the Convention Center drawing so many folks. Not even the food business that we do probably has not hurt the business...my guess would be without having anybody let me know, is that the food business has probably grown since 1990 in and around the Convention Center area. Even though we have basically doubled our efforts in terms of revenues. I think that part of that issue too has to do with providing the adequate service inside the facility for those groups. We have a lot of groups that request a lot of different things from us. And with our contract being exclusive to ne Host we can't just have anyone come in and do food business, it would not be beneficial to Fine Host or a contractor or manage the contract if anybody was coming in and doing business in the building. So we do have some limitations based upon the capabilities, having our own equipment, and addressing/servicing the needs that our clients are asking for us to provide. It is on-going, ever-increasing on all different fronts, not just food and beverage, but everything else.

Conkling: I want to make sure other people have a chance to jump in too, and Alan, I am not precluding you from jumping back in later but let's make sure the conversation keeps going around the table. Other comments?

**Ron Miller:** There is a misconception, Alan brought up something, there is a misconception about the consumer shows and the closed shows. The closed shows are the conventions are badge-admitted, they can leave the facility and come back, etc. The public shows are not, once you pay your admission you are in until you leave. Once you leave that facility, whether it be to eat or any thing else, you must pay to get back in, so there is not that group of people leaving the facility to eat outside the facility. The Conventions, and I think you have all experienced it, a lot of those people will leave the facility to eat. One of the biggest problems we have, in the convention industry, or in the public show industry, is space. We have, we do not have enough space in the Oregon Convention Center and that is the reason we are hoping for the expansion. We do not have enough room to hold the exhibits in that facility at this time. When we have food on the floor, in the carts, we lose exhibit space and all of us pay for that, we as decorators, show producers, the National Assoc. of Consumer Shows could give you a real run down on that kind of business. We cannot afford to give up that space, but we must feed our attendees. The public attendee, because they want to eat, they don't want to leave the facility and have to pay another admission to get in. So they need to be fed, so we are giving up profitable space, to the concessionaire, for the portable units. And we really can't afford it. We don't want to continue that, and in effect, we draw fewer people because of that, as far as exhibits, and exhibitors, the exhibitors can't leave the facility because they have to set their exhibit, they want to eat on the run and we need that kind of food outlet within the facility. And a bigger variety.

**?????:** Typically, how many portable booths do you put out?

**Sloma:** It varies depending on the event that comes in and how much space it will allow you to do. And then when we run out of space.....and Karen is very nice and she does allow us to do a food court and gives us the space from the show.

**?????:** Can you give a range, 10-20 or.....

**Miller:** Karen and her food carts lost about 1500 sq. ft. of exhibit space to make arrangements for them to have a food outlet within that facility.

**Blosser:** How many points of sale did we have for the portables?

**Sloma:** For hers? we had over 10 carts out plus the permanent sales.

**Blosser:** So we had basically, and you are looking at another 8, so you had about 18-20 points of sale for 30,000 folks.

**Fisher:** The other thing you have to keep in mind is that when she gives that space up she gives up about \$10,000 worth of revenue just to make sure that happens.

Sloma: And there are very few that do that too.

?????: The choice would still be to do that food courts over \_\_\_\_\_ the Home Improvement Shows the additional space?

Blosser: No, they provide any space they have already rented from the building. In exhibit shows too, when you are on a square footage basis, when your rent vs. your sq. footage basis, because we charge out on a net square footage, when we are providing food service we are not getting full rent for the facility that we could be getting if we were leasing that space to an exhibit show. So instead of providing with portables where we have to take off 200,300,400, 500,000 sq. ft. depending on how many locations that you have off the exhibit floor, which is 14 cents a net sq. ft. that we could charge out, we could be providing the same service and giving the leasees and the exhibits what they want in terms of more space and we get more rent. So its a win/win for everybody involved there in terms of how you provide what they consider the most maximum space for their show and provide the most maximum amount of food service that we can without detriment to the event.

?????: And that's a negotiated point with the promoter on an event by event basis?

Blosser: Well that is our standard rate, so when we put in food carts in the exhibit hall for those kind of trade shows we are basically taking away our ability to net out the floor. But we have to provide food service for them.

?????: That was my point, so you still make the decision then, if you feel you need to .....

Miller: Mike said too though, that it is not only that the building is not getting the monies for that space, Mike's organization or company is not acquiring the sales of that space for his organization, so everybody loses.

Conkling: Did we answer your question about the number of points of sale?

Peters: Yes

E. Cross: Is the emphasis now shifting from marketing conventions to marketing trade shows, it seems to me the convention's primary, reason that the voters passed the bond issue to build the convention center, the legislature put a pie in there and the \_\_\_\_\_ . Conventions bring money into town, trade shows kinda shift money around in the community. And I think one of the concerns is that the measurements of the convention center is focused on making money for the convention center, I mean you have a \$1.7 million deficit there every year which is supported by the hotel/motel tax which is getting gnarlier and gnarlier and this \$60 or \$70,000 a year is not going to make a dent in

that deficit, plus the 5%, so, but you get focused on trying to make all the money you can from the convention center, and you start going more and more trade shows and less and less conventions, I mean conventions make a whale of a difference in a business in the community, and one of the reasons for locating, the voters agree to locate the convention center where it is, is to help revitalize this part of Portland which it is doing. \_\_\_\_\_.

**Blosser:** I think the focus is still the same, still the same. The focus has always been and still is the priority scheduling and priority booking is for convention business. Mike Smith is here and can talk about it but the attitude that we have taken is that basically we are kicking out the consumer shows, or squeezing consumer shows now, because of convention and trade show business. We have moved 2 completely out of the building, fortunately we have been able to pick one up at the Expo Center, we are getting into that situation in 1995 and 1996, we are having to make choices between the consumer shows. They know it, they don't like it and I don't like it either because it is good business for everybody. I think everybody needs to understand that you can't do five conventions and trade shows every month, every year, it does not happen. Because of the way people move in and move out, because of months like January and December when there is no convention business, you have to be able to fill the building up with other things. I also think that those have seen the work in the Convention Center, the community uses that building probably more heavily than the outside industry, and that to me, is beneficial to the community, so I think we are providing both a meeting place for the local community to do consumer trade show business and their meeting business and we are also providing a very, very good spot for our national business and we are doing somewhere of 40 conventions a year on a regional and national basis, which is about all you can do.

**Suzanne Baker:** This is just an observation, you are talking about the community impact and building sales and that, so I only took over the store at the end of March, but prior to that I really have very little knowledge, I went back and did a little research of when, before the Amway groups were in, Greg Duncan and the group, and on Saturday, we were feeding them our sales increase was 2-3% on all the Saturdays. On Sundays however, when you guys were not feeding them, our sales increase was 60-70%. In fact, the week that Greg Duncan was here was the largest Sunday sales we had over the entire year including 1993 and all of 1994. It does make a difference what you guys do down there.

**Blosser:** Sure, but in that scenario that is a catered function at the request of the client, so we are not forcing them to use concessions, basically, what they are requesting from us

**Suzanne Baker:** I am not telling you to stop doing that, all I am is that the more work you do, it does affect my business, and I am far away, so I can imagine what the places next to you.....

Chuck Venard: Jeff you made a statement here a little bit earlier about the restaurants in the area enjoying the sales increases because of the Convention Center, as opposed to the previous years. I think you are going on a fallacy there, I know for a fact that we, our retail sales have been flat since 1991 when you started getting aggressive with the carts in the Center. I don't know about \_\_\_\_\_, we are not all enjoying its success, its a tough world out there. Another major competitor to the area, the OCC, is going to hurt us.

Sandi Hansen: Excuse me please, who do you represent again, I am sorry

Chuck Venard: Burgerville, right next to the Convention Center

Sandi Hansen: And the gentleman next to you?

J. Graves: Burgerville also.

Conkling: Just for the record so we can keep track in the minutes, so if you will please preference your remarks with your name. Did you have something more?

C. Venard: No

Conkling: I think the point your making is that maybe we have a operating method that is not meshing with your business results. Can you give us more data on that? more detail? Show any kind of correlations? what kinds of things are seemly influencing your business operations?

Venard/Graves: trade shows influence our business a great deal.

Blosser: you're talking about consumer shows right? not trade shows?

Venard/Graves: yes, and conventions that are not catered, have a big impact on our business, just shows in general. I guess what has the biggest impact on our business is the big influx of people coming through, okay, and I see the aggressive action of OCC right now with food court and putting in basically a hamburger grill capable of doing just out of that one unit \$1 million a year as a big threat to my business.

Rev. Harkins: My concern, it is amazing as I sit here listening to you, and quote the building needs to be improved, what about the loop system for the hard of hearing. You have 182,917 people in the tri-county area, that cannot use your building. Tri-Met has canceled three dinners there and two lunches, first of all because I requested it and since then because I won't allow it, because there is no loop system for the hard of hearing in there to hear. And as one of your colleagues told me earlier, I can sit closer so I could hear what was said. You people don't seem to understand, it is

not about money. 182,000 of those people who voted to even fund this thing, have a hearing loss. Now, why, I'll tell you what, why don't you be honest about this, if you have no intention of following the ADA, which requires all public buildings to have loop systems, read Title Four, its about communication, I mean it is not a suggestion, it is the law.

Blosser: I can answer a couple of things, one is

Rev. Harkins: I am not done yet, first of all, you sit here talking about 1/2 million dollars like it was pocket change. You are talking about affecting each others' businesses. At the same time you talk about how you want to improve the neighborhood. How you want, say that it is a win/win situation, it is not. I'll tell you what you should do and then we will see what the result is. Take the money that you are spending on the ramps, on widened doors, wheelchair accesses, take that money, put the doors back the way they were pre-ADA, take out the ramps, and spend that money on a loop system and let's see how long it takes before there is a massive protest. People like you talk about people in wheelchairs, you talk about blind people, you talk about people who use walkers, we have to be accessible to them. But when we talk about the deaf or the hard of hearing, we aren't even referred to as people. You, gentlemen, especially, it surprises me all you great people of business, you don't seem to realize, the largest single community of people with a disability are the deaf and the hard of hearing. Now if you don't want their business, put up a sign that says we don't want your business. But don't tell the community, don't tell the City of Portland that it is accessible for anyone with a disability and then not have a loop. Now you can do that or we can do it. You have a choice. If you don't think \_\_\_\_\_, think back, the whole reason that there was civil rights legislation was because of the protest, the whole reason that we have the ADA is because the business community tried to ignore us or treat us as if we didn't exist. You people have brought on the ADA, we didn't go to Congress and say you know, what do you think about some walls, you are the ones that kept ignoring us and that's why we now have a law that you are not obeying.

McFarland: Mr. Chairman, I have a question that goes back to the previous speaker and I don't mean to ignore his concerns, it always bothers me though when he addresses a group like this as gentlemen,

Rev.Harkins: I stand corrected

McFarland: my question to the Wendy people, and to others who have concessions, you are talking about either you have 3% or you are flat since 1991 or something, are there other factors in the community that have changed that may also have a bearing on these kinds of...the scientist in me tells me that we don't have a controlled experiment, that we don't know what our factors are in it, and maybe I am wrong, maybe there is only one, and that is the Convention Center, but I am wondering if



there are not others.

Conking: Go ahead, please

Terry Ryther: Rev. Harkins, I would like to address some of the issues he brought up. As of July 26, this year, Metro was 2 years out of compliance with the Federal Law. Now obviously Metro likes laws and rules they make that the public complies with. Yet my feeling is, its all business, very little about people, you know, the common, ordinary person, that's what the Eastside is about. I know this is quoting from \_\_\_\_\_ talking about morale issues, but the morale issue is why hasn't Metro had an ADA Coordinator, which was required by law, why haven't they done a self-evaluation, which just now they got an ADA Coordinator, called me yesterday, this self-evaluation was suppose to have been completed two years, three months ago. Now 27 months later, is that business-like, yes its profit motivated because it might cost a little to do these renovations or adjustments in procedures, or whatever, signage is a good one, that \$500,000 should be spent serving people, I didn't, you know, the food issue has \_\_\_\_\_, I disagree with the fact that people don't want to leave, I know when I worked on a booth, I was really glad to get out and go sit down in a restaurant, take a 45 minute break while someone took over for me. Maybe some exhibitors don't have someone to relieve them. I doubt that though. I think if we pulled a real honest poll, an exit poll, we would find that, you said the \_\_\_\_\_. That seems like the testimony I have heard here is real scientific, it doesn't seem like Metro has seen the affect, they don't know what the affect is on business is, just as they don't know what the affect is on people with disabilities. And I would like you to think about the fact that you broke the law and you are charged with keeping the law and you are breaking the law. And your Counsel is here, he will tell you that, and I think the Federal, the CFR, are you above the law? I would like someone to tell me.

Conkling: I want to make sure that someone provides an opportunity to answer Councilor McFarland's questions, so our colleagues from Burger King and Wendy's,

C. Venard: Burgerville

Conkling: Burgerville, excuse me, pardon me.

Graves or Venard: with the exception of what was done with the expansion Multnomah, that did hurt our business. For the past three years it has been the same, there is no competition, it has been the same.

Sandi Hansen: When did Red Robin come in?

Blosser: 2 years ago

Hansen: 2 years ago, and the expansion of restaurants on Broadway haven't, I mean a lot of those places were not, this is my neighborhood, and a lot of those places were not here five years ago.

Graves/Venard: McDonalds, I am not talking five years back, I am talking the past two or three years

Man: Since sales have been flat?

Graves/Venard: My sales in my store have been flat, with the exception of \_\_\_\_\_ changes in the store, relatively they are the same.

Carolyn Wence: I would like to impress a couple of things with your Burgerville and Wendy's, I bring in, on the average of once a week, about 200-300 people for a meeting at the OCC. I have catered lunches, not all the people buy the catered lunches, we offer the services, we tell them about Burgerville, I know for a fact, that 1/2 of my people go up to Burgerville, or Tony Roma's or whatever. Now that has to affect you somewhat, if I am in the building three times a month, you are getting business from me that you ordinarily wouldn't get because I wasn't bringing them to the OCC until it was built, so that has to have some affect in bringing some revenue to you.

Don Rocks: Back to answer Councilor McFarland's question, what else has changed. It seems to me that, I don't know how long ago Holiday Park Hospital went down and that was presumably a source of clientele for many of these operations. There was a mega improvements at the Lloyd Center, they have an enlarged food court now, and that obviously must have had some impact on business in the local area. So, there presumably are other factors in addition to that, I am hoping that we can go another agenda entirely, as been brought up here, that is some attempt to address those concerns so we are not perceived as ignoring them.

Conkling: No we are not going to Don, I am trying to keep the conversations straight, and I will give Jeff a chance to respond to those questions that are raised, I am just trying to keep the conversation.....

McFarland: Mr. Chairman, I am accused of being immoral, illegal and fattening and I hope to address that.

Conkling: So I am not ignoring, I am just trying to keep the thread of one conversation together so we can then deal with the other conversation with a little bit of unity, so we are not talking across the wires here.

Man: What about the ADA issues?

Conkling: just wait a second, lets not get into those issues.....

Graves: I think there are probably all kinds of things that impact our businesses whether it be the food court at the Lloyd Center or businesses on Broadway or construction of Multnomah St., but the fact of the matter is, that we spent money and approved an LID to put in a Convention Center to enhance business - we were told at that time and part of the propoganda, that restaurants would benefit, would receive special benefits, and that those benefits are perceived to have been build up in business, we have in fact have not seen a build up in business. We do know that we do get a lot of business from the Convention Center. Some of these other things, we have offset some of that, but the fact is, we still, we were assessed on a LID, and I don't know how many people, it amounted to \$5 million that helped fund that building over there. The things that were spoken when the bonds were raised, the \$65 million in bonds, and the other \$15 million that came from the legislature approved was that they were going to revitalize this area and they were going to enhance this whole MLK Blvd. strip area down through here, in fact you have seen that with the likes of Tony Roma's, Red Robin and some of those. We have, over here,, and I brought it in here today, our until has been there for almost 20 years and it needs to be upgraded and we have a plan to upgrade it and this is our proposal and it is very nearly completed through the planning stages with the City of Portland. There is nearly \$1 million investment that we are about to make. We are thinking that with an additional food sales in the OCC, which, in our opinion, is direct competition, this may not be a wise investment at this point in time. We are ready to go on this thing but we are waiting to see whether or not we are going to pull the plug on this or not. The, this will add a tremendous improvement in the area around our lot, our site between Multnomah and what used to be Hassalo Street. It is a beautiful thing, it has been designed after the Convention Center, it has glass through it, it's got the curvatures, using similar brick to construct it, the materials are similar, really beautify that area and it will be a gorgeous treatment of that corner \_\_\_\_\_ will reflect what the Convention Center was meant to do. We are very, very concerned about expanded food sales in the convention center. That is the value to us.

Mitzi Scott: I am a little confused, what I heard your colleague say, would you say the convention center has favorably impacted your business, its presence here, that's what I believe I heard this gentleman say, that the presence of the convention center had a positive affect on your business. What I hear you saying is that your contribution to the LID was made on the premises that in fact, you would see some improvement in your business.....

Graves/Venard: right

Mitzi Scott: increased business...and I believe that was confirmed...

Graves/Venard: right

Scott: Is that correct?

Graves/Venard: I believe so, I believe that the sales would probably be in the other direction probably down, instead of \_\_\_\_\_

Scott: So, the Convention Center, does in fact favorably impact your business?

Graves/Venard: up to this point, yes

Scott: I am wondering if your sales get flat, might be impacted by the increase in businesses that did not used to be here, such as Red Robin, or is that a reasonable assumption.

Graves/Venard: I don't know if it is reasonable or not, Mitzi, what we are concerned about is no question that OCC positively affects our business, what we are concerned about is the new food court going in and on top of that, the 18 vending carts \_\_\_\_\_, the food court that is proposed is basically three mini restaurants, let's rename it restaurants, because that's what they are. Capable of making \$1 million a year apiece. We are concerned about the impact, like Jeff Blosser said \$150,000.....

Woman: He said the "C" word, competition.....

Mitzi: What I am saying is whether there isn't competition out there anyway.

Man: We know that and we can deal with that, we can't deal with.....

Mitzi: you won't single out this competitor?...

Man: No, I.....

Venard: I don't want to pay for this competitor to cut my throat. This is a public facility and we pay big money, taxes,.....

Mitzi: and you do indeed get something benefit from it?

Graves/Venard: at this point and time we do, yes. We don't want to see it all of a sudden them starting to compete directly with us. With our dollars going to help enhance our business.

Mitzi: I just wanted to clarify that there are some benefits from the Convention Center.

Conkling: Is that it with your question?

Steve Moskowitz: I think the issue of competition does frame the issue of I want to see if I have it framed correctly - I think one of the first questions to ask is whether these businesses on the outside are competing with the same market that the food operations inside the center would be. Because I have heard some descriptions of different types of markets that the food operators appeal to. So the first question is, would this expansion mean that convention center is now competing with the same market that these businesses on the outside are. If the answer is yes, then there is public, major public policy issue. If the answer is no that they are not competing for the same market, then the follow-up questions which Jeff had an answer to but the follow-up question is then, is there a shift in the convention center bringing in more of that market rather than the market that these folks appeal too. And I think Jeff's answer was the priorities, conventions vs. closed shows remain the same. I think that is kinda what the issue involves. \_\_\_\_\_ is competition for the same market or is there a difference.

Blosser: Okay, can I answer that. I think maybe the premises is off in terms of what the real function of the Convention Center is. The real function of the Convention Center is to provide first class facilities to bring the 600,000 people to the party. And I don't think that has ever been said here yet, but I think the Convention Center vehicle is to help you guys have access to 600,000 folks on an annual basis. If the convention center wasn't here there wouldn't be the kind of traffic that would be coming through this facility. We then, in turn, to be able to do that, have to provide first class facilities, and that is food service, I know this is a big issue, but food service is about is about 20% of what we do everyday. It is not 100%, it is not the complete focus of our business, it is a service just like parking is a service, just like setup and tear down is a service, like maintenance is a service, just like food is a service, just like the equipment that we have in the facility for the meetings we have, having the qualified meeting planner service contractors, and that is also a service the City provides, along with hotels and everything else. It is a big package. Food business is one piece of the big package that attracts the 600,000 people to the party. I think if we can't provide adequate or first class service that has been enjoyed over the last four years, that the party becomes smaller and when the party becomes smaller everybody loses, I can guarantee you. We do, everybody else in this whole area does and the hotels do and then service starts to suffer because the revenues are not there to be able to provide the first class service. We think, because what we are doing with this, and the consultants, I am not an expert in the food business, the consultants have told us, and I know what the per caps are throughout the country, we are running on an average of about \$1.50-\$2.00/head on per caps. Those numbers are not going to change if our attendance does not appreciably change. We are coming to a point now where our attendance is almost at a peak because we can't do any more business. So for us to be able to jump from 600,000 to 1 million folks to make that difference in the food business it isn't going to be there. And I don't

think our per caps are going to go up significantly because we improve our concessions stands. What it will do is provide the ability to service our clientele between now and the year 2010 when things change. We can't do anything right now with the way our concession stands are. They are inadequate, we can't service our public correctly, signage is bad and our equipment is antiquated and outdated so it has to change, like we do with everything else. We have to buy new equipment all the time to keep up with our competition. My competition is other convention centers, other cities.

Man: Would you define that term, per caps?

Blosser: Amount per head.

Cross: Concessions sales per head, how far are you behind the national average on that?

Blosser: We are about at the national average.

Cross: the worst thing that could happen with this thing is that you put in these concession stands, you take additional business out of the community, but they don't make any money, it is going to cost you more to operate these stands than it is to use the carts, I don't know how much more business you can do with the 18 points of sale during this weekend, I don't know how you forecast to go like that.

Blosser: That is not the point, the point is we are trying to provide a first class service, and the ability to provide service is to provide a variety of food that we currently cannot provide in a different organized fashion.

Cross: Let's say you had 10 different carts and you are selling 10 different things....

Blosser: And we are looking at a three year payback, I consider that a pretty good business deal.

Harkins: You realize there will be a conference here, the 2nd, 3rd and 4th and it will be out at the Columbia Red Lion because people who are putting it together, which is Western Washington University will not use the Convention Center since there is no loop system. The National Convention for Self-Help for Hard of Hearing People will be meeting at the Airport in April for the same reason and if they follow our advice, the National Association for the Deaf will have their National Convention here in Portland also at the Airport for again the same reason. The reason you are so concerned, you don't do anything.

Blosser: I have to disagree with you on a couple of things.

Conkling: If I may, let's take this opportunity to maybe talk about the issue generically, maybe not those particular comments, and then we will come back and talk about the food service and you will be first. Jeff, so will you talk a little bit about where we are at on this issue.

Blosser: The facility currently has, in its process to get up to ADA standard, we are in a signage issue right now, have issued an RFP for a Signage Package. According to my understanding we have had an ADA Coordinator, Mark Hunter, who is done all of our capital projects for the last 2 1/2 years, with MERC, this is MERC now, this is not Metro, this is the Convention Center and the other facilities. He has done a lot of extensive work relative to the research of all the ADA requirements. We have also had on at least three different occasions, and Berit, maybe more, had consultants in the facility, Bob Pike being one, of record, to help us go through our process to get the facility up even when it was brand new. We made about \$40,000 changes after the building opened. We have the 1995 President's Commission on Disabilities National Convention in here - the Committee that selected the City and the site and the hotels are very comfortable with our capabilities and our requirements through ADA at this point and time, we do have hearing impaired capabilities, we don't have a loop system at this point, we do have the capability of doing all 24 meeting rooms with hearing impaired equipment and can get system now. We are taking a look at the loop system, it is again, very expensive and we are taking a look at it, but as I understand the law and the way things are and the groups that are using our facility, we are in compliance with the capabilities, especially with the National Convention, I think that if we would had some difficulties with that, then they would bring it up and bringing it to us. I just met with Bob Pike two weeks ago, he is the chair for the coordinating effort of some of that committee, we went through a lot of aspects of the facility. He was satisfied with what we are doing and the changes that we are going to be making. So I don't know what else to tell you other than

Man: You can tell us what a loop system is?

Harkins: The amplification is put into the walls so that wherever people are who have hearing aids on and have t-switches they can turn it to the t-switch and it works the same way as this FM system does right now. I can be in the back of the room and I can hear what is being said up here, as for comply, thinking, we are not talking about thinking about, think about, this is a law. We don't think about obeying the law. As for you have never heard from us, you never responded to us.

Blosser: I specifically haven't had anything from you that I am familiar with that has crossed my desk.

Harkins: I.....

Conkling: Clearly communication needs to be established better than it currently is,

but I want to give Councilor McFarland a chance comment.

McFarland: Number One, I don't want you to think that I am unfamiliar with your problem or that I am not cognizant of it, I have a nephew who was born profoundly deaf, so I know all the trails that people try to take to deal with the particular problems you are talking about. But, I am a little dismayed that you feel that you haven't ever been given an opportunity to speak to this issue in venues where we would be prepared to hear it and to deal with it. The particular focus of this meeting, this morning, had to do with a food court, and I know that this is peripheral to it, and if we as Metro, have been operating against the law for 2 1/2 years, I don't want to debate it in this venue, I want you to come to our meetings and talk with us about it and give us an opportunity to deal with it. But I think that the focus of this meeting has to do with something else, it has to do with all the kinds of things we are going to do at the Convention Center. This has to do with a particular question, but I think, and the Chair of our Committee is sitting here and I am sure she will agree with me and as of November 8 we will know whether I will be on board next year or not, but I think as a member of the Metro Council who truly had not ever heard any of this discussion before, I invite you to come to those kinds of meetings and talk with us about it and give us an opportunity to deal with that without, God knows everything I do is fattening, but I would like to believe that it is not immoral or illegal, and so give us an opportunity to address this in the proper setting and the proper venue and I don't think it is at this meeting, whose narrow focus has to do with food court and its impacts on the business around the community.

Man: There is a relationship, I am sorry we didn't make that clear, please let me put it in perspective. There is only about \$1.2 million dollars, I think, in the capital fund in the Convention Center and we are talking about taking approximately half of that and spending it on a food court. If in fact the ADA compliance was several hundred thousand dollars short of being complete there is a question of whether they allocate their resources out of that capital fund.

McFarland: But any change in that will not be made at this meeting this morning, it will be made at an official Metro meeting and in conjunction with the MERC Commissioners and the considerations of it, so this is not a decision-making body this morning, this is a body that has come together to discuss with each other, a particular facet of the question. The facet you bring up I haven't heard and I am eager to hear it but not at this meeting.

Man: My question, I happened to be watching TV last night and I saw you talking about how tight the budget was at the September 13th meeting on TV. You and some of the others. If the budget is so tight, I feel this is an important. I want to see the money spent where it should have been spent several years ago. Like he was saying about there is only so much money available.



McFarland: Then come to our meetings and talk with us about it.

Man: That is why I think it is appropriate here. For the simple reason it really comes down to money, that's all you talked about, everybody talked about money. One point this, 2 point that, 3 point that, and

McFarland: I thought we talked about food.

Man: No, you talked about money.

Conkling: The point is well made about competing interests with regard to that. I think the more central issue that Councilor McFarland and I would like to second, is that you have also made the point that we have failed to respond. And I think that is in fact a different matter and I want to make sure that before we leave here today that we have a solid way on behalf of MERC and Metro to deal with that issue. The point you have made about funds being used for one thing instead of the other is duly made and duly noted so....

Man: I will put it in writing and send it to you

Conkling: The second issue, the more fundamental issue dealing with our response, I guess I want to echo what Councilor McFarland is saying, we want to hear you and talk about that issue and not allow there to be, from your perspective, a sense that we didn't hear that. But I think that is in fact a separate matter from the discussion today, your point about the money could have been used for this instead of what's being discussed is noted. We got it. You have made that point effectively today.

Man: You got that wrong....I said why wasn't it?

Conkling: Well fair enough, I think I have the point, you have made it effectively and well and its appropriate.

Harkins: Mr. Chairman, if the Councilpersons will go back and look at the records, I have been to 16 meetings, I have spoken continuously and been told each time, we will get back to you about this, we are interested in this, we will get back to it. I have yet to be gotten back to.

McFarland: You will be gotten back to.

Harkins: Uhuh.

Conkling: Other comments? We came up with, our Counsel down here came up with an interesting question about public policies as it relates to competition, the though was a fairly interesting point of making a determination about where what food and

services inside the building, at what point would they become unfairly competitive and what point do they serve a unique environment, a unique clientele, that wouldn't be served externally. Those are probably porous categories, I am sure you can appreciate one exhibitor may stay in and one may not choose too, it is not if the doors are locked, this is more a general proposition about the markets. I thought that was a fairly helpful comment as to perhaps from your point of view, what would convince you that this was a market that was unique and what are the factors you would consider to be objective and credible and Alan I would be interested in your point of view as well.

Alan: Let me go back to the beginning and I want to go back to the Square Dancers, where it all started for me anyway, and that is why I asked Jeff, where is Jeff?

Conkling: He stepped out

Alan: That's unfortunate. I didn't want him to miss this, maybe I ought to bring up some other stuff.

Mike Fisher, I own a company called Update Management we are a management company that manages associations. One of the associations we manage is the National Assoc. of Consumer Shows, which are those people who produce the Home Show, the Boat Shows, Auto Shows, that sort of thing across the country, the other client we have that is probably instrumental in this is the Oregon Society of Association Executives and those people are the paid staff who manage the associations around the state and they range in size from 3 person staffs and 100 members to the Oregon State Bar which is over 11,000 members, so there is a wide range. I want to talk a little bit first about what the National Association of Consumer Show, a typical producer, and I am going to use an example of one show that I am very familiar with, because I own 1/2 of it and its run by M&M Productions called the Home Improvement & Remodeling Show and it just completed a five day run here. What I don't hear you folks talking about is how much money that company contributes to bringing people into this area. And one of the things that they do is they have in-kind and cash advertising/promotions to bring people into the Convention Center area and to the Convention Center that exceeds \$300,000. You all benefit by that. They bring in somewhere in the vicinity, and this is a rough view, 2500 individuals who are exhibiting, they also bring in over 30,000 people. You don't contribute to any of that. They also pay over \$50,000 in rent. So when we start talking about competition if that type of event went away, you would not have any of that. So your area is benefitted directly by somebody else who doesn't come knocking on your door and says to Burgerville or to Wendy's or to Coffee People we would like you to help contribute to the promotion of this show so you can have clientele come in. And I think you need to give some consideration to that. We also require that there be good, quality food service and a variety of food service for the attendees that come into that facility so they don't leave. Because the reason that

they come into that facility and the reason the exhibitors who are primarily local exhibitors are there are to do business and spend money. If they don't spend money and they don't stay in that show, the exhibitors won't come back and the show will go away and so the whole system goes down. Now, that is just one example. But I can bring in show producers from across the country who will tell you about every facility that they deal with that - that is very, very important to them. Now, changing hats a bit, I want to talk a little about what an Association executive wants when they come to a Convention Center. They want basically the same thing. They want quality food service, they want to be able to keep their people within the facility and to be a part of the educational process, they want it to be a good experience so that people will continue on an annual basis to come back whether it is a convention or a seminar that the Oregon State Bar is doing, and they have to have a quality process that goes with it. Now you talk about food - food is generally in the top three of all surveys done by all associations across the country. Many times it is higher than the education. Now you have to keep all of that in mind. If the association says you folks we are going to educate you here but we really want to send you out, you will have to find your food somewhere else, then you are going to send them to restaurants, where you don't have any type of control because that restaurants is going to serve people just as they normally would. Well, what kind of experience did they have. If they are within that facility, that can be controlled. If we don't like what's going on with the food service, correct me if I am wrong, someone gets in your face real quick. We don't have the option with anything else. So it is a controlled environment. They are required to put a quality product on the plate and they better do it or you don't come back, you don't bring the business back, which then goes back to the convention center and the convention center loses business. Now I think what Mitzi said is pretty paramount to this whole discussion. You are talking about competing for the dollars. Well there is an awful lot of people spending an awful lot of money to bring people into this area and I think that if you as business people are concerned about it, you should turn around and say how can I contribute to make this a worthwhile experience for all of them. But you are not contributing anything right now other than being there. And many of you who were talking about and are concerned about this whole scenario, many of you weren't even there. You came because you thought the Convention Center was there. Now I have competition in my business all the time. I don't have the luxury of coming to a government body and telling them they can't compete. I have to compete. I think that's the American way, I think that is how we all survive. Now I also want to take a step back and you hear people saying well we pay taxes and this and that. The people who pay taxes to build that facility were the Metro area. I mean I pay taxes for that, everybody pay taxes for that.

Man: But there was an LID and special \_\_\_\_\_.

Fisher: Still its tax dollars, its not just the people right here. I mean everybody is paying some money for this thing and this thing has to operate in the black. Now

what we have done, we have done surveys across the country and we are saying what has happened to other Convention Centers. Other Convention Centers are faced with the same problems. They have to generate some type of revenue, a reasonable revenue in order to survive. And we understand that. So when you come back and you say all this and its unfair competition and this and that, and I say, let's get down and let's start talking about how the whole area can start making every experience that all the people in that convention center are going to enjoy and let's put everybody around the table and let's figure out how we can all contribute to make that all happen, and then we got something we can talk about.

Man: I think you just brought up one of the most \_\_\_\_\_ of this whole issue is that the rest of these businesses around the convention center meet regularly and they work together to bring business to the area. Their relationship with the Convention Center has either been kinda, poor communication and almost adversary and I think that has been one of the, they didn't even know about this until the report was in the paper. And it directly affects their business. There has been all kinds of talk about whether or not they are going to branding or are they going to stay with the contract food service. It is \_\_\_\_\_ to the people who, you know, who have their livelihood around here and don't know what's going on. And I think that has been one of the most serious problems about this thing is that these guys can work together, compete against each other and compete against each other on a day to day basis, but they work together to bring business to the area. They don't feel the Convention Center has been part of that process.

Steve: I feel that Mr. Fisher comment's really served to polarized things unnecessarily and I want to see if I can get them back on track here. I have heard concerns on both sides and I don't feel that they are any closer to a resolution then hopefully, maybe we are closer than we think. The concern with your problem with the Convention Center is this, among other things, that there is space now being used for food carts to serve customers that would not otherwise be needing the convention center anyway that could be used for exhibition space, it could be leased for exhibition space. Awfully foolish says the convention center, to be providing, to be using that space for food service when we could be renting it out for the exhibition space. That sounds reasonable to me. The concern that is coming out of the business folks around here is that precisely what Mr. Fisher is talking about which is that, he talks about the exhibitors and wanting to keep their people inside the convention center so that they will look at the product, so that they will buy the products and the fear of these folks on the outside is that once you make the investment of 1/2 million dollars to provide that kind of food service that the orientation of the convention center is going to be let's go after more of that type of business. And these people sit back here worried that they have been partners so far, has been a good partnership, they have paid taxes above and beyond what people in the region have paid and they \_\_\_\_\_. And they are afraid of the very thing that Mr. Fisher has raised which is that there will be more of an orientation towards bringing that kind of business where

people are inside the convention center, they are looking at the exhibits and they are kept inside there for a certain amount of time, it seems to me that there is some way to reassure, on the other hand, let me say that it does sound unreasonable to me for the businesses to say that no, that there is no kind of project that you could propose for enhancing our food services that we would support. Even though I am the attorney for Holland/Burgerville, \_\_\_\_\_ and that does sound kinda unreasonable. So it seems to me that there is a way to, if in fact the proposal that the convention Center wants to make is one that doesn't threaten the business opportunities that these people were promised, and if there is some way of having that project go forward, I think we have got something that makes sense. But that is besides the issue that has been raised out here, about whether there is a competition for funds here for ADA projects.

McFarland: Mr Chairman

Steve: I am almost through, Councilor, which is that if there is some way, for example, for Metro to adopt as a policy, some to use \_\_\_\_\_ terms, proportionalities, of how much its going to be expended in terms of recruiting conventions, how many conventions a year that will provide the business opportunities that these people expected as opposed to \_\_\_\_\_ that is going to be used towards the kinds of programs that people don't come outside \_\_\_\_\_ then there would be some kind of \_\_\_\_\_ here\_\_ support them. An increase in improvements\_\_\_\_\_. I am just looking for someway to acknowledge what peoples' concerns are and if there are concerns that can be met by some assurances on both sides, let's go for it.

McFarland: Mr. Chair, I have said too much and I promise this is it, but I have too competing ideas in my head right now and one of them is that I am very much aware of taking public funds and then using them in a business to compete with the very people from whom you took the funds. And I find myself at odds with that at all times, however, I also have heard, I am not even a poor little ole country lawyer from Clackamas county, maybe I don't even know what I am talking about at all, but I have heard that the best place to put a new Burgerville is in the lot next to McDonalds and this has been a truism that I have heard for years and I don't know whether this applies in this area or not, but this is the alternative of taking money from public persons to compete with the people from whom you took the money. And I do think the point is well taken that it is people all over the region that have put money into this, not just ones within walking distance who have businesses there.

Miller: There is a misconception about the public shows, the trade shows and conventions in our conversation. The public shows are a minor portion of the business within the Oregon Convention Center. Not a major portion of business.

Man: What portion?

Miller: What is it?

Blosser: Attendance-wise for public shows.....17-18.

Miller: Against what as far as trade shows and conventions?

Blosser: About 40.

Man: Is there about 51 dates then? \_\_\_\_\_.

Blosser: I don't know if that has that much bearing on it, cause they are all different sizes and they produce different....

Miller: A Bridal Show won't do near what the Home Improvement and Remodeling Show will do, etc. etc.

Blosser: Right.

Miller: So when we are talking about 17 shows we may be talking about overall so many square feet a minor portion of the facility. But in regards to the Associations they come to this City and they want their people to stay, they don't want them to leave. I mean, we are not telling you that we don't want them to leave, I am not telling you that, I am a trade show decorator and I also produce some public shows, but their telling you they want their people to stay within this facility, they want that audience not to leave that facility because they don't return. They don't want them to get out in the sun light and go golfing or whatever it might be. They don't want them to leave that's the reason they buy or have the caterer cater the function, the meals etc. is to keep them in the facility. And I think we are looking at this as a small percentage of what really is happening and that's the public shows. That is a small percentage.

Conkling: I haven't said anything on my own personal behalf. I come to a lot of these shows cause I have two young children and I like to come and I think of everyone that's spoken here today with probably the exception of you Alan, I live in Beaverton, I wouldn't ordinarily ever go to your stores, but I think I have been all to your stores, more than once. And to some degree, even the public shows, when they attract Home Improvement & Remodeling Show being a decent example, they do attract people to come and even if you don't sometimes leave, and you are there and sort of trapped inside the facility, often times you plan the day around, as I did, with my family to eat afterwards at one of the restaurants. So I think even in those cases, in fact people do use these facilities and they are very convenient and I think they in fact cater very well to that particular group. So even on the public trade shows from y personal experience I would say that you get some of that. Mitzi?

Mitzi: I would like to address the public policy questions. Sort of public vs. private issues that my good friend Steve M. brought up. As a MERC Commissioner, my job, my responsibility, is to operate in the public interest. People that live in this region that I represent and the play-field, it seems to me, is not quite level because the public interests and the private interests are not the same. My job is to make sure that these facilities, the charge that I have, is to operate these facilities, the Oregon Convention Center, in a fiscally responsible manner, to make sure that the tax payers dollars are being well spent, to make sure that we provide high quality, competitive product. That is my job. Now, my concern is not the profit margin of any individual businesses, but rather the profit margin, as it were, of the tax payer. And these are sometimes competing interests. It is not in my best interest, and it is not, I don't think, responsible to me, to put other businesses out of business. Because I don't think that operates in the best public interest either. What I am hearing on this issue is, our customers, for the people who attend our shows, come to the facility as either daily patrons or conventioners whatever, that are customers are, in a sense, people who put on the shows, all very much think that this is a good idea. We are meeting their needs, we are increasing our ability to compete in a highly competitive business, we are in a very competitive business as well. If people don't have a good time here, if the people who are putting on shows don't think that their customers, people who come to their shows or conventions aren't happy, they are not going to come back. We are dependent on repeat business just as you are. So we have to deliver a quality product at a reasonable price. I believe that the food court and the plans that they have are reasonable, will meet the needs of all our customers, will allow us to meet our obligation to operate in a fiscally responsible manner. I am not meeting my responsibility as a MERC Commissioner, and I don't think that MERC Councilors are meeting their responsibilities, if we somehow make a conscious decision to set our facilities at a disadvantage, to not operate in a fiscally responsible manner to compete with San Diego and other Convention Centers, in order that we protect the private concerns, the private interests of private businesses, and sometimes, you know, there may be some competition and that is sort of the way of the world, the way it exists today. I do not believe that we are operating in an unfair advantage, that we are putting any businesses at an unfair advantage in what we are proposing. We are simply responding to our demands and operating in what I believe to be a fiscally responsible manner in a public policy responsible manner. And my obligation as I say is in the public interest, very different, public interest may in fact compete with private interest. But that is where I believe the obligation of at least MERC lies.

Conkling: The colleague from Burgerville wanted to say something and then Alan I want to give you your chance to say something while Jeff is here.

Peters: You're going to be sorry.

Conkling: Well, we are going to try and be done by 11:35 so.

Graves/Venard:.....my first response a moment ago before Mitzi spoke, was \_\_\_ she did say that the best thing for Burgerville to do would be to build next a McDonalds and I, in fact that may be true, people can get up out the McDonalds and walk across the street to Burgerville. People, if they want to stay, if they get trapped inside that building they can't come out of there, \_\_\_\_\_ and that is what I see is the difference. I haven't seen anything other than comments from a couple of gentlemen what it is about the food court that is going to attract more people to this thing, I haven't seen anything produced or any kind of survey or whatever it is, that says that additional food service in the Convention Center is going to bring in more conventions or help you be more competitive. I don't know if you've got something to demonstrate that or not, I don't know what that is.

Blosser: Again, I think the whole issue on the competitive nature is I can't be competitive with you anyway, because I am going to have to charge 3 or 4 bucks for a platter which you guys are charging half. So in terms of being competitive, in terms of what I offer and what you guys offer, the same product, if that's the case, I am still going to be probably 75-100% higher than you based upon where we are and what we have to do to get the food to the people. Yes they are trapped on occasions, I don't dictate to a show manager where and when his schedule is, who can leave who can't leave, those people are on their own to do their thing. Again, the Convention Center's job is to bring the people to the party for the whole area. And I think that is what we are in the job to do. In terms of providing the service, we are not providing 100%, top quality service when I can't deliver a product or a variety of services to my customers. When I can't do that I am at a competitive disadvantage for someone who can. Whether its branding or whether its providing a food court or restaurant or something else in the facilities, like San Diego, like Seattle, like Phoenix, like Salt Lake soon will be, like Denver can, I am not competing in a situation that puts me in the best light for those folks that are looking for a West Coast destination and say Portland can't provide everything, especially when our hotel package isn't as good as some of those other cities. We have to be better than, in our facility, because we have some issues that make us a little more difficult to sell sometimes. I would say that with Mr. Smith in the room because he understands that too. We have to be able to provide as best quality service as we possibly can and in the convention center the \$500,000 improvements does that for our food service. They are antiquated, they are not capable of providing any variety, there is no ability to change them without going to a very portable scenario which again, very, very costly for us to do. And with that in mind, we are trying to provide 150,000 sq. ft. of space for our clientele without us coming back and saying you know I really need about 8-9,000 of that or 5,000 of that or 500 of that for food. It does not benefit them necessarily in terms of any revenue but it does benefit the clientele that come into the building.

Cross: Haven't you been saying that the Convention Center is maxed out?

Blosser: Next year it will be about 72% occupied.



**Cross:** What is that, is that an optimum? or can it do better than that?

**Blosser:** Well we can also do 100% but its real tough.

**Cross:** But it can be done?

**Blosser:** 75% is about 100% occupancy.

**Cross:** Well then isn't, if you are at top occupancy, then isn't this food court thing just about getting more money out of the people that are coming there.

**Blosser:** It has a lot to do with everything, has a lot to do with providing the service for those folks that are here.

**Cross:** Well wait a minute, \_\_\_\_\_ you had 17 responses out of the food service and 10 of them were complaining not about the food variety but about the price and quality. You've said you have to \_\_\_\_\_, and so

**Mitzi:** I think it has to do with repeat customers, getting them to come back.

**Cross:** The survey was done, they invited people to respond about variety, they took that opportunity to complain about the price structure so

**Blosser:** The pricing is one piece of, the variety is also there, the ability to be able to get different things other than popcorn, pretzels and hot dogs.

**Cross:** You are dealing with quite a bit of variety now

**Blosser:** On a portable basis, Easton, we have.

**Cross:** The issue still is if you are not talking about increasing the number of conventions you have in there, you are talking about getting more money out of the existing conventions\_\_\_\_\_.

**Miller:** Sir, a lot of these conventions only come once every 20 years. We have to sell, we have to continue to sell to this national market to bring in new conventions because those that come in will not be

new tape

**Miller:** Conventions or trade shows will be coming to our facility. They only come once in five years, once in twenty years, once in a life time.

**Conkling:** Mike Smith would like to say something.

Mike Smith: I am Mike Smith, POVA, it struck me just as aside here, I think this is real neat that we are all arguing about competing for business because as a born and raised Oregonian I can remember the times when there wasn't any business out there to go compete for. I think one of the key things that we all need to understand is that the competition for conventions is not static. It changes year to year. We all need to understand that in convention sales business the number one attraction to Portland is the Convention Center. That is our key attractor. It is not the hotels, its not the restaurants, its not the Rose Garden, the Convention Center is the key attraction. If the Convention Center remains static we lose, because other convention centers in other cities and other city packages are getting better and better. So if we remain the same we are losing ground. And I can't speak to whether this is a competition between OCC and restaurants and stuff, I don't really know. All I know is that in competing with other cities, it will be to our disadvantage if we don't do everything that we can to improve the OCC in any aspect that we can, whether it be a loop system or food or what have you, that is the direction we need to go because the rest of the Portland product is not changing at this time.

Peters: Mike, over years, what have you been selling if you haven't been selling the food concession, you have been selling the restaurants in this area. Is that correct?

M. Smith: And we still continue to do that, in fact POVA has a restaurant notification program where we notify every restaurant in the area, both east and west, of upcoming meetings in the convention center with a welcome sign that they can post in their window, information about the meeting and schedule and this type of thing.

Peters: Back to Jack's question, because it was never answered, when is the last time you lost a convention because you did not have good food concession?

M. Smith: That is really a question that can't be answered, when we lose a convention it is very rarely that you can say I lost that because I didn't have this concession or I didn't have this over here. It is a combination of factors, you can't sell to one factor. Good food service is a factor, it is an important factor because groups look at that as being there, if they have good food service, it is a check mark in this column, if it is not good food service it is over here. And down at the bottom of the tally page is, it all adds up on the right or left side of the page.

Peters: Shoe shine outfit, laundry, ironing, laundry service, gas station, would they get tics also? Where would food concessions come in line with that?

M. Smith: Well, when you are at the initial decision stage, the building is the important thing so the food service within the building is one of those elements that gets ticed.

Harkins: You all seem very knowledgeable and cite a lot of papers and facts, yet for

us that are less knowledgeable about this, why wasn't, as with any business entity, a written report or verifiable facts, I mean there is no, well this is the way it is and we can do this and that, but as a novice in the food business and very little interest in it and knowing that much more about it, why wasn't it, it would seem like you people would have a report yourself that would make us feel more comfortable, me as a novice that you're citing real convention facts, because most, what I knew about it is almost opposed to what I hear you saying. And that's, as an attendee and as someone who has worked a booth over there several years.

Blosser: I don't understand your question.

Harkins: Well, certain of you say 40 conventions, is it losing one such as the National Assoc. of the Deaf with your program to 2 1/2% of your gross, how much does the gross affect the food court after gross, see what I am saying? I don't know that, I am sure in terms of your reports, but they have not been provided to us. And, wouldn't you be, it's like buying a new car, if someone said, this is the deal, just sign here, what, why don't we have it, I would feel a lot better about it if I knew that was what, I could see it in black and white and I could see this is x percentage, this is what we are actually doing for the public, like this lady said here, we are doing this for the public, defending the public, well knowledge benefits the public, the more they know about it the more comfortable you feel. Now obviously you have inside knowledge that we are not privy to \_\_\_\_\_, don't you think it would be prudent to provide us with a report and show us this is the actual gain/loss, this is what would be done, this would be the gain if we do this, what is the net result. The word is accountability. I mean I would like to see it in writing.

Conkling: Councilor Hansen.

S. Hansen: Thank you, A lot of that has been provided at the various MERC Meetings as well as the Regional Facilities Committee meetings which is the elected group that oversees all of this. And, on the background information sheet there are reference points as to when many of those steps have, we have gone through those steps. That information is available.

Harkins: Oh, I don't have any background information.

Hansen: Background Sheet, I am sorry, have a copy of it, I don't know.

Conkling: I am sure one can be provided for you.

Harkins: I appreciate that.

Hansen: Your comment about accountability, yes there is accountability.

Harkins: No, I meant \_\_\_\_\_ by providing, if everyone here had facts and figures that could verify Jeff's....

Blosser: I can hand you the Business Plan and we had several meetings relative to the Business Plan, I can go through a couple of things. A proposed Mission Statement for the Convention Center, basically the bullets are to provide the highest degree of cost effective tenant/patron services, maximize the use of the center through a mix of national convention local event marketing efforts, maintain a commitment of quality to the facility and services for all users and attendees and attract the maximum amount of economic impact generated by convention trade show and out of town attendees for the metropolitan region and the state. That is what our business is, everyday. I will give you this, you can have that.

Harkins: I was talking more about a specialty format.

Blosser: The capital planning or the process for the next five years has to do with a category of different types of issues and the concessions and catering replacement of equipment and things like that we are going to be spending somewhere in the neighborhood of almost 3/4 million dollars replacing that equipment on a schedule basis. It is an on-going scenario, it is an issue that needs to be continued and budgeted for, this is not an issue where we don't think it is necessary, it is very necessary just like the rest of these things that have to do with retrofit, signage, exterior fencing, carpet replacement, operations equipment, all of those kinds of things that go with our business to maintain a facility in a first class nature. It is not cheap. And it never will be cheap. The issues that we have are all these things need to be maintained to keep the building in first class condition. Having antiquated services no matter what they are or the inability to provide what the client requests, puts you in disadvantaged situation, and when we are there, we don't get the business. And to go back to the other question of the food service, usually what happens is the food service is touted to be bad after the event is here, not before it gets here and that's when the marketing is really tough to get back from, because, like the old saying is, people have a good experience they tell one, they have a bad experience they tell seven. And that just multiplies itself out, so association folks talk, when they are making decisions on cities and there are several of them in Washington DC which we market to very heavily, Chicago and New York, when most people have a good experience they tell other people who are making decisions, when they have a bad experience they tell a hell of a lot more people that they had a bad experience. We don't want to provide any bad experiences at this building. So we are trying to do everything we can on the forefront to make sure that our sales effort is top notch and that our production is top notch, so when those people come expecting what we sold them to be here. That is a big deal. You sell something and you don't provide the services you are really selling a project you don't have. And that gets around very, very fast, I can guarantee you that. You may have this Business Plan.

Hansen: I have one more comment to point out too. And that is as a government agency there are a lot of things outside our control. We have a major competitor down the block, the Trail Blazer Arena. We have absolutely no say in what the Trail Blazers are going to put in their retail section, which is massive. And tax money has gone into that. It didn't come from our agency and they are not connected with our agency and we no longer have any control over what is going to happen at either of those two buildings that the Trail Blazers own. They are going to be in competition with our facility. Believe me, we have nothing in food services to compete with what they are going to provide. If you think we are the big dog on the porch, in another two years we are all going to be looking over our shoulders because they are right behind us to a certain extent and they have a far greater aspect going on in their retail section. So one of the things we have to think about is that kind of a balance. What kind of a product can we give that will continue to attract new business because the new Arena and Memorial Coliseum are going to be promoted as new facilities, now they are not a convention facility per se, but they are definitely are facilities that have to be filled and the Trail Blazers are going to spend a great deal of time and energy filling those facilities. That we cannot control. We hope to work with them we hope to cooperate and collaborate. But they are in business to make a great deal of money. So on one hand, we want to run a fiscally responsible facility but on the other hand we have to promote even within our own neighborhood, within walking distance of us, is another major competitor with many of the smaller shows that we would also like to promote so we are missing one component here at the table, that's someone from the Trail Blazer agency because they are going to be part of our competition they may not be your competition per se, but they are part of our competition, that balances into then into our long range vision of what are we trying to provide.

Conkling: Excuse me just a second Steve, it is nearly Noon and, at least I am eager to go frequent a business that sells food, and it will not be in the Convention Center. I can tell by others that schedules are pressing, so I want to, I don't know if we are going to come up with a conclusion that strikes everybody as perfectly round today, at least that is my sense of the conversation at this point. So I would entertain that you Steven, maybe you can have a last word, and then I don't know how quite to leave this other than I would invite all who have further things to say especially if ideas can be put forward about how to bring some resolution to this matter, I guess we could agree to disagree, is one outcome. Another outcome is that we could say well there is something out here, Steve was leading up to that, I am not sure I know what exactly it will look like, but maybe there is some compromise. I think you have heard that there are competing business interests around the table, not all business interests for just a moment, put us aside, there are customers and clients, constituents, and neighbors that have conflicting interests, so I want one thing people to leave here to understand that this is not just a Metro/MERC vs. the local business community, we have customers and clients and constituents who are demanding of us certain activities as well. And I think you have gotten a flavor for that. So if you have ideas about how we can all make a more successful go of it for ourselves, that

would particularly be a commentary I think would be very helpful and speaking on behalf of Mitzi and our fellow MERC Commissioners, we are very interested in that and Sandie, I think on behalf of the Metro Council and the Regional Facilities Committee I think that is a ditto for them. Steve, I will let you strike the last word and then....

McFarland: I do hope Steve knows what succinct means.

Steve Moskowitz: As far as last words go I really don't know that I can really outdo Allen in that regard, but I just wanted to ask a procedural question, because this came before the Metro Council who deferred it to a standing committee, Regional Facilities and then wound up here, so I just wanted to find out whether the Advisory Committee will make some kind of recommendation back to MERC or whether something goes to your standing committee, I just want to know where this goes.

Conkling: Let me ask Mr. LaCrosse to come in on this.

LaCrosse: The answer is yes to both. The Chairman of MERC has asked that we communicate back to he and other Commissioners at least the tenor and sense of discussion here. To the extent that we move ahead, and I think that is the general direction, it then has to go back, it can not go further, except to go back to the standing committee at Regional Facilities to pick up the process where it left off before.

Steve Moskowitz: So at some point there is a report or a recommendation back to the Regional standing committee.

LaCrosse: All I know is that I have been asked, we will communicate with our Commission, they will discuss the issue themselves before it goes back to Regional Facilities.

Mark Williams: Regional Facilities Committee will make a recommendation that the full Council either approve, modify or rescind the MERC resolution that was passed. Until that happens the resolution is in abeyance.

Mitzi Scott: Is there a time restriction?

Mark Williams: No there is no time restrictions in the Code.

S. Moskowitz: So that the standing committee will have a meeting at which this will be on its agenda?

M. Williams: At some point, yes. The Committee could decide to wait and let MERC have another meeting to discuss it if they wanted to do that, but at some point, since

the matter has been referred there has to be some action. If no action is ever taken, then nothing ever happens and the resolution is never effective. So at some point, your Committee has to take some action.

Man: When is the next regularly scheduled Regional Facilities?

C. Short: Week from tomorrow.

LaCrosse: So a week from tomorrow would be the soonest that it would be back at Regional Facilities if.....

C. Short: .....if its ready to go.

Hansen: If not that, then two weeks after that.

LaCrosse: Then ultimately it has to go back to the Metro Council.

Steve Moskowitz: Thank you.

A. Peters: What time is that meeting usually at?

S. Hansen: Regional Facilities - 4pm

Peters: I hope you appreciate what has happened here today, Mr. LaCrosse had negotiated if you will, rather than going to the Facilities Committee, we agreed to have a round table discussion and to your credit we have had a great meeting, it is not long enough \_\_\_\_\_, we are not being able to do that, we have lost a lot of our neighbors and our community because of the time of this meeting. I had talked with Pat and asked if the time could be changed from 10am to a later time, closer to 4 or 5. I have a tenant in my building, Carousel Catering, I stopped on the way over and I said are you going to come over and she said how can I, I am just opening up our deli, stopped at the Sizzler, I had walked from our facility to this one and I stopped at the Sizzler and asked Dan Brown, the manager there if he was coming over and he said he had a party just starting, so I think it is, I am not going to call it insensitive, but I think it is, but I think next time, if we have something like this, because I think we are going in the right direction, that we make it available to some of the people who did really want to come. And say something, because I think we lost about half of our people who were available.

Graves: I requested that the time be moved as well but.....

Hansen: It is very difficult when you have a group this large.

Blosser: Can they send stuff to us in writing so we can get those comments?

Peters: I think everyone is anxious to present at the Facilities Committee, I think it will be very lively there, if I am not mistaken.

Hansen: They will have a time limit, if there is going to be several, if you are talking about a dozen or more people I'll put a time limit on each speaker so if they want to present, what I would recommend is that they have things in writing to present to us and maybe make a very brief statement where they highlight one or two of their main points. That is easiest for, and I say that simply because if we are going to have a meeting we want to hear everybody first of all, but we also have to be able to have some time to reflect on what we are hearing and if we are inundated with so much material it is very difficult to think and listen at the same time.

Venard/Graves: Does anyone ever give the Councilors a quiz on the written materials submitted to see if they read them?

Conkling: Thank you all

A. Peters: Thank you Gary, and that is the process of which we have been doing this, and I think we missed it today, that is one of our main issues, is how these things work, where we ask for a time, we don't get the time, we ask for a meeting, it gets changed, this is hardly a public hearing with proper notice.

Hansen: But it wasn't meant to be a public hearing, this is an advisory committee, I am a guest here. This is not my meeting.

Peters: if it is in that spirit that's great because that is all we meant it to me. Somewhere in the literature it came out as a public hearing.

Hansen: It is certainly open to the public, and one of the reasons that we had to change the place was because so many of us did want to come and sit in, but we crowded you out of the room that had been reserved for you at the Convention Center. I am sorry that it happened like that.

Peters: I am going to ask for some time at the Facilities Committee so I can present some other things that I had on my mind today, Gary tried not to preclude me and he has and I would like to ask for some additional time if we are going to close this meeting today.

Conkling: Go ahead, jump in and say it, if you want to say it right now.

Peters: Well, I have got so many issues, and I am trying to respond to Michael Fisher, Mitzi Scott and I had tried to, I didn't mean to say them all aloud, I want you to understand where this is all come from and how did we get into this predicament where were are talking about competition. It goes back to the Square Dancers where



I provided a, again I was hoping Michael Fisher would be here because I did resent his statements saying that we do not give anything at all, anything, to this process for conventions or for trade shows. We provide this area, we provide for parking, we provide for food, staff up, we staff up all the time, I provide space all the time for those conventions and we compliment each other, that being the Convention Center and the Conference Center. That was a very unkindly remark that he could have made. We do not contribute, because we do, we do from our taxes, just being here we contribute, just being available to serve, we do that every well. I think, a lot, I do want to explain about the food court where I do come from, and that is during that Square Dancers Convention where Jeff has indicated he took in \$110,000 over that four day period, we set up a food court at the request, not at the request at the request of the family that, what was there name, I am sorry?

Smith: White

Peters: The Whites had complained because there was not enough food at their last so many conventions and I took that to heart and so our Conference Center set up 1200 seating, tents, food courts, Mexican, Chinese food, American food, strawberry shortcake, the works and we grossed \$23,000 at a cost to us of \$26,000 and that is that I call not unfair competition but we tried to serve, if Michael was here I would tell him to get it straight, we are here to serve and we want to continue to serve your clients, our clients. The problem there was that while you were vending \$110,000 I was losing money on that particular event. Didn't even think about it thereafter, I mean I have other projects, other events in our building to be concerned about, it was only when, just by accident, I happened to see a drawing of the food emporium in the correspondence from Berit's office to a mechanical engineers office that I actually became very concerned about what was happening at the Oregon Convention Center and I am still very much concerned at this point as to what kind of competition or what kind of closure on that building is there going to be whether it be today or in the future when traditional restaurants or traditional food service in the future, I am very concerned that the Convention Center is trying to lock in business and cut our profits. Thank you for your time.

Blosser: Can I answer a couple of those things.

Conkling: Before you do Jeff, I want to make sure, Alan, that you don't leave here today feeling that we haven't listened to you now.

Peters: No I am more concerned about the people who couldn't make it at the 10am time.

Conkling: I understand that, I appreciate that, and I think we have indicated that those individuals and yourselves who have additional comments want to submit things in writing you can send them to me and I will read them, but you can send them to

us and they will all get read, but they will be read. I just want to be sure you don't feel like you, because I did ask you earlier to make sure that other people shared, so have you gotten everything off your chest you want to get off.

Peters: No, but I think it is enough for now, and I just, I had promised to tell you how it started and.....

Conkling: I didn't mean to cut you off, that was not my goal.

Blosser: In terms of Square Dancers or any other event, how you set up your food service or anybody sets up their food service is basically a venture of their own. Relative to what they think they can capture when a Square Dancers comes or any other group comes. I didn't request you to set up any additional food service, I wasn't aware that the White's did either, but my information from the Square Dancers was that first two days all the restaurants in this area ran out of food and we got complaints from several of the Square Dance folks along with people at POVA that the restaurants ran out of food. And our concern is there again that we have had not had any complaints from the Restaurant Association as to what we are doing. The Oregon Lodging Association understands our position and where we are coming from and from a private business standpoint Alan, what you need to do for your business and how you want to couch and collect some of the business that comes to the Convention Center is basically your deal and just like us if we set up the tent trying to capture some business and we set up portable stands and pay the labor and put the things out, we are hoping to make a return, we don't always make a return. We have people who leave the building and we get holding the bag, the same situation. What we are trying to do is provide a service, so in terms of the issue of us collecting \$110,000, that to us is not what normally do on our concessions. It was half. We had 30,000 people in this City, there were also 15 or 20 or 30 of them at the Coliseum, so they were traveling all over the place. The Coliseum benefitted from the Square Dancers too and had concessions available and food available in their area too so everyone in that whole scenario sets up just like restaurants, at the hotels, or anybody else, sets their business outlook on what they think they can get relative to the business coming into town just like you do, just like I do and sometimes it works and sometimes it doesn't work and I don't know that we were being detrimental in trying to hoard in on all the Square Dance business because they basically didn't allow us to do any catering. We were not allowed to do catering inside the hall. It was all strictly concessions business, because they go to the area restaurants, that is what they do. They eat and dance, that is all they do.

Conkling: Speaking of eating, let us adjourn.

October 25, 1994

### **Background Information Of OCC Concession Stand Retrofit/Renovation**

1. Submitted as a budget item for MERC approval in 1993 at \$125,000 - MERC Meeting to approve Budget.
2. Hired Consultant to look at signage needs, equipment, construction and menu selections - February 3, 1994. Consultant finished Phase I in April of 1994. Work budget for the project was determined to be \$425,000.
3. Staff submitted change to MERC budget from \$125,000 to \$425,000 and approved by Metro in June 1994.
4. Phase II of the Consultant's work was approved to commence based on approved budget June 21, 1994.
5. RFPs were issued to provide consulting work on structural and engineering, architectural and design and electrical for renovation in July 1994.
6. Meeting was held at the request of Mr. Alan Peters who invited Tony Roma's, Holiday Inn, OLA, Red Robin, Calaroga Terrace, Burgerville, Lloyd District Association, Bernie Foster and Lee Perlman, of the Oregonian, on July 22, 1994. Phase II information was sent out to those who attended as well as a thorough discussion of the project and the reasons for the renovation. Article in the Oregonian, July 23 related to this meeting.
7. August 26 - 17 major OCC clients were notified of the concession project renovation by letter from Jeff Blosser and were requested to attend the MERC Meeting on September 14 for public review. Four responses were received from clients.
8. Area businesses were sent a letter on September 1, 1994 - 16 in all plus the Oregon Lodging Association, outlining the renovation diagram and all were invited to send me comments on the project as well as attend the September 14, 1994 MERC Meeting for public review and questions. Two responses were received from area businesses.
9. September 14 - MERC approved the renovation project and the Commission heard public testimony for and against the renovation project prior to approving this project.
10. Metro reviewed the renovation project and referred it to the Regional Facilities Committee for further review and public testimony related to this project.

**METRO**

**Date:** November 23, 1994  
**To:** Jeff Blosser, OCC Director  
**From:** Mark B. Williams, Senior Assistant Counsel: /s/ MARK B. WILLIAMS  
**Regarding:** OCC CONCESSIONS PROJECT/PUBLIC MEETING ISSUES  
Our file:

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You asked me to comment on MERC's compliance with Oregon's public meeting requirements in reference to the OCC Concessions Project.

As the facts have been reported to me, an initial meeting was held to discuss this project with a MERC advisory committee. This meeting was informational only: The advisory committee was not charged with reporting back to the Commission with its recommendation or opinion on the project as a Committee, and no such report was made. Instead, MERC staff solicited the opinions of the members of the advisory committee as individuals only. All other meetings held by MERC or METRO to discuss this issue have been formal meetings which were preceded by the usual public notice.

Based on these facts, I can see no legal basis for any contentions that MERC has violated Oregon's public meeting laws. For your convenience, I have enclosed a copy of my earlier memo discussing Oregon's public meeting laws in this context.

Please feel free to contact me if you have any further questions or concerns.

rpj  
1994

Attachment

(COPY)

Date: November 23, 1994

To: Jeff Blosser, OCC Director

From: Mark B. Williams, Senior Assistant Counsel : /s/ MARK B. WILLIAMS

Regarding: OREGON PUBLIC MEETINGS LAW  
Our file:

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You asked for an explanation of the Oregon Public Meetings Law's applicability to advisory committees?<sup>1</sup>

The Public Meetings Law applies to meetings of the "governing body of a public body." ORS 192.630(1). A "public body" under certain circumstances can include an "advisory group." ORS 192.610(4). If two or more members of an advisory group have the authority to make recommendations on behalf of the advisory group to a public body on policy or administration, then the advisory group is itself a public body subject to the Public Meetings Law. On the other hand, if the advisory committee has no authority to make recommendations to a public body such as Metro ERC, and instead is merely a "sounding board" for the views of its individual members, then the advisory committee is not a "public body," and is therefore not subject to the Public Meetings Law. ORS 192.610(4); Oregonian Publishing Co. v. Board of Parole, 95 Or App 501, 769 P2d 795 (1989).

Therefore, if an advisory committee has been given the authority to make recommendations as a committee to a public body such as Metro ERC, then its meetings are covered by the Oregon Public Meetings Law. If, on the other hand, the advisory committee has been set up merely to allow various individuals as individuals to provide input to the public body or its employees, then the advisory committee's meetings are not covered by the Oregon Public Meetings Law.

Please feel free to contact me again if you require any additional clarification.

glisa

cc: Don Rocks  
Casey Short

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<sup>1</sup> This memorandum relies heavily on the Attorney General's Public Records and Meetings Manual, Dated November 4, 1993.



METROPOLITAN EXPOSITION-RECREATION COMMISSION

November 23, 1994

M E M O R A N D U M

TO: Jeff Blosser, Director  
Oregon Convention Center

FROM: Mark Hunter, Construction/Capital Projects Mgr.  
MERC

RE: Assistive Listening Devices at the Oregon Convention Center

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Attached is a copy of pages 35689 and 35690 from the Federal Register Vol. 56, No. 144, which refers to the types and particulars regarding various assistive listening devices including their potential applications, advantages and disadvantages.

The Oregon Convention Center has two radio frequency (RF) FM systems of the type as described in line two of Table A2.

One of these systems is the "Telex Listening System". This system has three (3) different frequencies with six (6) single channel belt pack receivers for each frequency for a total of eighteen (18) units. Units can be used for one to three events simultaneously.

The other system is the "Phonic Ear" system which has two (2) groups of thirty (30) belt back units with six (6) channels for each group of thirty, for a total of sixty (60) units and twelve (12) channels. Belt pack receivers may be taken from meeting room to meeting room (up to twelve different meeting rooms) and adjusted for the frequency in that particular meeting room.

Both of the aforementioned systems can be used in conjunction with each other or separately in various combinations of numbers of units from one (1) to seventy eight (78).

In addition to these systems, we have twenty five (25) "loop" type devices that fit around the neck and work in conjunction with hearing aids. The "T" switch is flipped on the hearing aid and this allows the user to pick up the FM signal.

Listening devices for the receivers include sixty (60) single ear buttons, thirty (30) double ear buttons, thirty (30) ear pad sets

and ten (10) "Silhouette" headsets which can also be used in conjunction with hearing aids.

All of these devices were researched and selected and are maintained by the Convention Center's Audio/Visual Coordinator, have been checked for proper function and have been tested by three hearing impaired representatives of hearing impaired organizations. The tests were arranged by the A/V Coordinator in preparation for the upcoming President's Committee on Employment of People With Disabilities. The Representatives found all devices completely acceptable.

*mph1123941120hnd*

**Table A2. Summary of Assistive Listening Devices**

within the seating area are provided. This will allow choice in viewing and price categories.

*Building/life safety codes set minimum distances between rows of fixed seats with consideration of the number of seats in a row, the exit aisle width and arrangement, and the location of exit doors. "Continental" seating, with a greater number of seats per row and a*

*commensurate increase in row spacing and exit doors, facilitates emergency egress for all people and increases ease of access to mid-row seats especially for people who walk with difficulty. Consideration of this positive attribute of "continental" seating should be included along with all other factors in the design of fixed seating areas.*

**Table A2. Summary of Assistive Listening Devices**

System	Advantages	Disadvantages	Typical Applications
<p><b>Induction Loop</b>            Transmitter: Transducer wired to induction loop around listening area.            Receiver: Self-contained induction receiver or personal hearing aid with telecoil.</p>	<p>Cost-Effective            Low Maintenance            Easy to use            Unobtrusive            May be possible to integrate into existing public address system.            Some hearing aids can function as receivers.</p>	<p>Signal spills over to adjacent rooms.            Susceptible to electrical interference.            Limited portability            Inconsistent signal strength.            Head position affects signal strength.            Lack of standards for induction coil performance.</p>	<p>Meeting areas            Theaters            Churches and Temples            Conference rooms            Classrooms            TV viewing</p>
<p><b>FM</b>            Transmitter: Flashlight-sized worn by speaker.            Receiver: With personal hearing aid via DAI or induction neck-loop and telecoil; or self-contained with earphone(s).</p>	<p>Highly portable            Different channels allow use by different groups within the same room.            High user mobility            Variable for large range of hearing losses.</p>	<p>High cost of receivers            Equipment fragile            Equipment obtrusive            High maintenance            Expensive to maintain            Custom fitting to individual user may be required</p>	<p>Classrooms            Tour groups            Meeting areas            Outdoor events            One-on-one</p>
<p><b>Infrared</b>            Transmitter: Emitter in line-of-sight with receiver.            Receiver: Self-contained. Or with personal hearing aid via DAI or induction neckloop and telecoil.</p>	<p>Easy to use            Insures privacy or confidentiality            Moderate cost            Can often be integrated into existing public address system.</p>	<p>Line-of-sight required between emitter and receiver.            Ineffective outdoors            Limited portability            Requires installation</p>	<p>Theaters            Churches and Temples            Auditoriums            Meetings requiring confidentiality            TV viewing</p>

Source: *Rehab Brief*, National Institute on Disability and Rehabilitation Research, Washington, DC, Vol. XII, No. 10, (1990).



**A5.0 Restaurants and Cafeterias****A4.33.6 Placement of Listening**

**Systems.** A distance of 50 ft (15 m) allows a person to distinguish performers' facial expressions.

**A4.33.7 Types of Listening Systems.** An assistive listening system appropriate for an assembly area for a group of persons or where the specific individuals are not known in advance, such as a playhouse, lecture hall or movie theater, may be different from the system appropriate for a particular individual provided as an auxiliary aid or as part of a reasonable accommodation. The appropriate device for an individual is the type that individual can use, whereas the appropriate system for an assembly area will necessarily be geared toward the "average" or aggregate needs of various individuals. A listening system that can be used from any seat in a seating area is the most flexible way to meet this specification. Ear-phone jacks with variable volume controls can benefit only people who have slight hearing loss and do not help people who use hearing aids. At the present time, magnetic induction loops are the most feasible type of listening system for people who use hearing aids equipped with "T-coils," but people without hearing aids or those with hearing aids not equipped with inductive pick-ups cannot use them without special receivers. Radio frequency systems can be extremely effective and inexpensive. People without hearing aids can use them, but people with hearing aids need a special receiver to use them as they are presently designed. If hearing aids had a jack to allow a by-pass of microphones, then radio frequency systems would be suitable for people with and without hearing aids. Some listening systems may be subject to interference from other equipment and feedback from hearing aids of people who are using the systems. Such interference can be controlled by careful engineering design that anticipates feedback sources in the surrounding area.

*Table A2, reprinted from a National Institute of Disability and Rehabilitation Research "Rehab Brief," shows some of the advantages and*

*disadvantages of different types of assistive listening systems. In addition, the Architectural and Transportation Barriers Compliance Board (Access Board) has published a pamphlet on Assistive Listening Systems which lists demonstration centers across the country where technical assistance can be obtained in selecting and installing appropriate systems. The state of New York has also adopted a detailed technical specification which may be useful.*

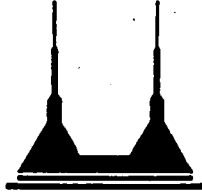
**A5.0 Restaurants and Cafeterias.**

**A5.1 General.** Dining counters (where there is no service) are typically found in small carry-out restaurants, bakeries, or coffee shops and may only be a narrow eating surface attached to a wall. This section requires that where such a dining counter is provided, a portion of the counter shall be at the required accessible height.

**A7.0 Business and Mercantile.****A7.2(3) Assistive Listening Devices.**

*At all sales and service counters, teller windows, box offices, and information kiosks where a physical barrier separates service personnel and customers, it is recommended that at least one permanently installed assistive listening device complying with 4.33 be provided at each location or series. Where assistive listening devices are installed, signage should be provided identifying those stations which are so equipped.*

**A7.3 Check-out Aisles.** Section 7.2 refers to counters without aisles; section 7.3 concerns check-out aisles. A counter without an aisle (7.2) can be approached from more than one direction such as in a convenience store. In order to use a check-out aisle (7.3), customers must enter a defined area (an aisle) at a particular point, pay for goods, and exit at a particular point.



**OREGON CONVENTION CENTER**  
METRO ER COMMISSION

**November 23, 1994**

**MEMORANDUM**

**TO: Pat LaCrosse**

**FROM: Jeffrey A. Blosser**

**RE: Meeting with Lloyd District Business Association,  
Burgerville, Alan Peters, Sandi Hansen re: OCC  
Concession Stand Renovation**

Pat, as you know, I met with Alan Peters, Jack Graves, and Virgil Ovall, at Sandi Hansen's request, to try and resolve the issues surrounding the OCC Concession Stand Renovation. Virgil asked for quite a bit of background information on client needs and program, attendee patterns and exiting capabilities as well as the Center's food service operation.

No real solutions were discussed or identified through the 1 and 1/2 hour meeting. I discussed potential menu item reductions (no hamburgers to be served) as a potential solution and Jack Graves, with Burgerville, seemed interested. A list was to be developed by the three entities and sent to Sandi and myself and to-date, I have not received a list of problem areas and/or solutions.

I spoke with Jack Graves yesterday to inquire about the list and he was going to check on its status. My recommendation is to proceed with the project and present our case to the Regional Facilities Committee on Wednesday. Should you have any questions, please feel free to call.

cc: Sandi Hansen

## Metro Region 2040 Summary of Public Involvement Activities

Random Sample Telephone Survey (405 residents of region)	April, 1992
Metro Regional Growth Conference (704 participants)	April, 1992
Stakeholder Interviews (52 interviews)	April - May, 1992
Local Government Workshops (80 participants)	May, 1992
Regional Public Workshops (67 participants)	June, 1992
Local Government Conference on Alternatives (50 participants)	August, 1992
Public Open Houses (130 participants)	October, 1992
Interest Group Briefings (13 briefings)	October - November, 1992
Citizen Involvement Committee Presentations (14 presentations)	October - November, 1992
Cable Call-In Show	November, 1992
Focus Group Survey (50 participants)	December, 1992
Spring, 1993 Newsletter Mailed (12,572 mailed)	June, 1993
Community/Special Events Begins (24 events)	July, 1993 (July, 1993 - October, 1994)
Speaker Bureau Begins (more than 100 speaking engagements)	July, 1993 (July, 1993 - October, 1994)

Citi-Speak II Telephone Survey (399 respondents)	September, 1993
Fall, 1993 Newsletter Mailed (20,812 mailed)	October, 1993
Metro Regional Growth Conference & Public Forum (584 attendees)	October, 1993
Regional Design Images Open Houses (333 participants)	November - December, 1993
Student Congress (32 students)	January, 1994
Local Government Briefings (29 jurisdictions briefed)	March - May, 1994
Youth Involvement Project (600 students submitted projects)	March - June, 1994
Region 2040 Phone Hotline Begins (More than 700 comments or requests)	May (June - July, 1994)
Tabloid with Questionnaire Mailed (mailed to each household in region; more than 17,000 returned)	June, 1994
Video Distributed (About 4,000 checked out at Blockbuster Video stores; also available at public libraries and broadcast on cable television)	June, 1994
Public Open Houses (600 attendees)	June, 1994
Stakeholder Interviews (45 interviews)	June - July, 1994
Fall Newsletter Mailed (43,106 mailed)	October, 1994

### **Open Spaces and Trail Corridors**

The areas designated open space on the Concept map are parks, stream and trail corridors, wetlands and floodplains, largely undeveloped upland areas, or and areas of compatible very low density residential development. Many of these natural features already have significant land set aside as open space. The Tualatin Mountains, for example, contain major parks such as Forest Park and Tryon Creek State Park and numerous smaller parks such as Gabriel Park in Portland and Wilderness Park in West Linn. Other areas are oriented toward wetlands and streams, with Fanno Creek in Washington County having one of

the best systems of parks and open space in the region.

Local jurisdictions are encouraged to establish acres of open space per capita goals based on rates at least as great as current rates, in order to keep up with current conditions.

Designating these areas as open spaces would have several effects. First, it would remove these land from the category of urban land that is available for development. The capacity of the urban growth boundary would have to be calculated without these, and plans to accommodate housing and employment would have to be made without them. Secondly, these natural areas, along with key rural reserve areas, would receive a high priority for purchase as parks and open space, such as Metro's Greenspaces program. Finally, regulations could be developed to protect these critical natural areas that would not conflict with housing and economic goals, thereby having the benefit of regulatory protection of critical creek areas, compatible low-density development, and transfer of development rights to other lands better suited for development.

About 35,000 acres of land and water inside today's urban growth boundary are included as open spaces in the Growth Concept Map. Preservation of these Open Spaces could be achieved by a combination of ways. Some areas could be purchased by public entities, such as Metro's Greenspaces program or local park departments. Others may be donated by private citizens or by developers of adjacent properties to reduce the impact of development. ~~Still others~~ Some could be protected by environmental zoning which allows very low-density residential zoning development through the clustering of housing on portions of the land while leaving important features as common open space.

## Centers

Creating higher density centers of employment and housing is advantageous for several reasons. These centers provide access to a variety of goods and services in a relatively small geographic area, creating a intense business climate. Having centers also makes sense from a transportation perspective, since most centers have an accessibility level that is conducive to transit, bicycling and walking. Centers also act as social gathering places and community centers, where people would find the "small town atmosphere" they cherish.

### **Main Streets and Neighborhood Centers**

During the early decades of this century, main streets served by transit and characterized by a strong business and civic community were a major land-use pattern throughout the region. Examples remain in Hillsboro, Milwaukie, Oregon City and Gresham, as well as the Westmoreland neighborhood and Hawthorne Boulevard. Today, these areas are undergoing a revival and provide an efficient and effective land-use and transportation alternative. The Growth Concept calls for main streets to grow from 1990 levels of 36 people per acre to 39 per acre. Main streets would accommodate nearly two percent of housing growth.

Main streets typically will serve neighborhoods and may develop a regional specialization -- such as antiques, fine dining, entertainment, or specialty clothing -- that draws people from other parts of the region. Main Streets form neighborhood centers as areas that provide the retail and service development at other intersections at the focus of a neighborhood areas and around MAX light rail stations. When several main streets occur within a few blocks of one another, they may also serve as a dispersed town center, such as the main street areas of Belmont, Hawthorne, and Division that form a town center for inner southeast Portland.

### **Employment areas**

The Portland metropolitan area economy is heavily dependant upon wholesale trade and the flow of commodities to national and international markets. The high quality of our freight transportation system, and in particular our intermodal freight facilities are essential to continued growth in trade. The intermodal facilities (air and marine terminals, freight rail yards and common carrier truck terminals) are an area of regional concern, and the regional framework plan will identify and protect lands needed to meet their current and



projected space requirements.

Industrial areas would be set aside primarily exclusively for industrial activities. Other supporting uses, including some retail uses, may be allowed if limited to sizes and locations intended to serve the primary industrial uses. They include land-intensive employers, such as those around the Portland International Airport, the Hillsboro Airport and some areas along Highway 212/224. Industrial areas are expected to accommodate ten percent of regional employment and no households. Retail uses whose market area is substantially larger than the employment area shall not be considered supporting uses.

Other employment centers would be designated as mixed-use employment areas, mixing various types of employment and including some residential development as well. These mixed-use employment areas would provide for about five percent of new households and 14 percent of new employment within the region. Densities would rise substantially from 1990 levels of about 11 people per acre to 20 people per acre.

The siting and development of new industrial areas would consider the proximity of housing for all income ranges provided by employment in the projected industrial center, as well as accessibility to convenient and inexpensive non-auto transportation. The continued development of existing industrial areas would include attention to these two issues as well.

## Transportation Facilities

In undertaking the Region 2040 process, the region has shown a strong commitment to developing a regional plan that is based on greater land use efficiencies and a truly multi-modal transportation system. However, the transportation system defined in the Growth Concept Analysis serves as a theoretical definition (construct) of the transportation system needed to serve the land uses in the Growth Concept (Recommended Alternative urban form). The modeled system reflects only one of many possible configurations that might be used to serve future needs, consistent with the policy direction called for in the Growth Concept (amendment to RUGGO).

As such, the Growth Concept (Recommended Alternative) transportation map provides only general direction for development of an updated Regional Transportation Plan (RTP) and does not prescribe or limit what the RTP will ultimately include in the regional system. Instead, the RTP will build upon the broader land use and transportation directions that are defined in the Growth Concept (Recommended Alternative).

The transportation elements needed to create a successful growth management policy are those that support the Growth Concept. Traditionally, streets have been defined by their traffic-carrying potential, and transit service according to it's ability to draw commuters. Other travel modes have not been viewed as important elements of the transportation system. The Growth Concept establishes a new framework for planning in the region by linking urban form to transportation. In this new relationship, transportation is viewed as a range of travel modes and options that reinforce the region's growth management goals.

Within the framework of the Growth Concept is a network of multi-modal corridors and regional through-routes that connect major urban centers and destinations. Through-routes provide for high-volume auto and transit travel at a regional scale, and ensure efficient movement of freight. Within multi-modal corridors, the transportation system will provide a broader range of travel mode options, including auto, transit, bicycle and pedestrian networks, that allow choices of how to travel in the region. These travel options will encourage the use of alternative modes to the auto, a shift that has clear benefits for the environment and the quality of neighborhoods and urban centers and address the

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needs of those without access to automobiles.