

**MINUTES OF THE
COMMITTEE ON ACCESSIBLE TRANSPORTATION
World Trade Center, 25 SW Salmon
March 21, 2018
9:00 a.m. – 12:00 p.m.**

CAT minutes may be obtained in alternate formats by calling TriMet's Accessible Transportation Program Administrative Offices: (503) 962-8200/TTY 711, 8:00 am to 5:00 pm weekdays

CAT Members Present: Trish Baker, Lori Bauman, Jan Campbell, Leon Chavarria, Diana Keever, Patricia Kepler, Arnold Panitch, Zoe Presson, Claudia Robertson, Chris Walker

TriMet Staff Present: Lt. Rachel Andrew, Max Calder, Eileen Collins, Cindy Deibert, Carl Green, Jason Grohs, Jennifer Koozer, Kathy Miller, Margo Moore, Bella Nguyen, Young Park, Patrick Preusser, Wendy Serrano, Toni Sorria, Vanessa Vissar, Michael Younger

First Transit Staff: Damon Blocker, Ricardo Boulware, Ples Bruce, John Joseph, Leea Seeber

Visitors: David Bouchard, David Dallas, Bobbi Earp, Larry Hale, Chris Maher, Ryan Skelton, Nic Van Schepen

Jan Campbell, CAT Chair, called the meeting to order at 9:00 am.

Approval of the Minutes. The CAT passed a motion to approve the meeting minutes for January 17, 2018.

Announcements from Chair

- Max Calder has been hired as Manager, LIFT Eligibility and Community Relations and is transitioning into the replacement for Kathy Miller who is retiring at the end of May.
- Kathy Miller will be in attendance at the May CAT Meeting, but not the June luncheon.
- The luncheon is scheduled for June 20, 2018.

- Max will not be attendance at the luncheon due to being at the ACTCP Symposium in Pittsburgh, PA. This Symposium will provide multiple units toward the ADA Coordinator Credential.

Written Correspondence

- Kathy Miller said that CAT received a comment email from Reza Michael Farhoodi, Planning and Transportation Co-Chair, Pearl District Neighborhood Association that identified concerns with accessibility on Line 77 due to private vehicle parking inhibiting stop access. Jan Campbell and Claudia Robertson noted that the Route 77 should probably be reviewed due to this having been brought up previously as a concern. Kathy said that TriMet is in the process of arranging a meeting with PBOT staff to discuss the issue. Staff will report back on the outcome.
- Patricia Kepler received a report from a person concerned about Hop Card Accessibility and the presence of a bar under fixed route bus seats prohibiting service animal access. The former will be handled as a reasonable modification request on a case-by-case basis, while the latter is under review by appropriate staff.

Staff Comments

- Margo Moore, Director, Accessible Transportation Programs, introduced Max Calder who will be taking on the role of Manager, LIFT Eligibility and Community Relations after Kathy Miller retires in May.
- Max Calder, LIFT Eligibility and Community Relations Manager, mentioned how excited he is to work with TriMet in this role and briefly summarized his career history. Kathy, reported that Monica Sandgren has taken another position with the State Agency on Aging and will not be able to remain a CAT Member due to conflicts with the schedule. CAT needs to form a Nominating Committee.
 - Patricia confirmed that she would be interested in participating on the Nominating Committee.
 - Kathy confirmed that as a member of the Executive Committee, Jan would also be on the committee.

Follow-up Items: 1) Staff will follow-up to confirm the meeting attendance and details regarding the Line 77 and associated accessibility concerns. 2) CAT will establish a Nominating Committee to interview for available positions and make a recommendation on membership to the full CAT to forward to the General Manager.

Public Comment

- Ryan Skelton, Staff Member ILR, reported that there is a privacy concern with scheduling rides in public locations. The concern is with the need to divulge the entire address and phone number in order to authenticate a ride. Ryan's recommendation is to provide folks a number that doesn't include all of the personal information that's currently required for booking a trip.
 - A second concern is the situation at transit centers where there are multiple buses parked back-to-back with closed doors and often times no driver present until just before departure. If there is no exterior announcement prior to departure, individuals with disabilities may be left under these circumstances.
 - Ryan's third item of concern is the issue of pet carriers on both the MAX and buses. He has witnessed a lot of untrained animals that have been physically aggressive towards service dogs. He has deboarded just to prevent potential dog fights due to irresponsible pet owners.
- David Brouchard, Transit Rider TriMet, echoed the concerns about accessing buses at transit centers. David mentioned the need for a clearer way of navigating the large transit centers (e.g. Beaverton, Rose Quarter, Hillsboro, etc.). He recommended looking at designating bay numbers and making those part of the trip planning instructions. He volunteered his participation in discussing options with decision makers.
 - Jan responded that these concerns should be brought up at executive committee for review.
- Larry Hale, former MBTA ADA Coordinator, inquired as to what the utilization rate is for TriMet employing people with disabilities. He discussed a feature of MBTA where a department focused on disability and access issues was primarily ran by people with disabilities. Larry added discussion at CAT highlights the need of ensuring that there's someone who can deal with ADA issues. He reiterated the need for transit agencies to have a department to address ADA concerns.
 - Jan responded that TriMet has similar arrangements in place and either a staff person or she) would be glad to discuss further with him.

Transit Police Report – Lt. Rachel Andrew

- Lt. Andrew provided an update on Spring Break missions that will be coming up when the State of Oregon has that intermission for schools. These are

focused on helping to quell some later evening/night time behavior that may happen when students are out and about for Spring Break.

- There is also an education effort in process for Benson students. After school, near Lloyd Center platform and Holladay Park, students are crossing at Lloyd Boulevard against the light in large numbers.
- There are some weekend missions to help fortify the Transit Police in the downtown core so that people are safe on the system.
- It is gear up time for the Rose Festival, which means getting things in place for those events.
- There is a lot of campsite abatement going on TriMet properties.
- In regards to the animal situation on the bus and the MAX, there are a number of folks who are not good stewards of their animals. Customers are encouraged to call if there is an aggressive animal on the system. TriMet can exclude the aggressive animal and the owner off of the system if it comprises a direct threat to others on the system.

Discussion

Trish made note of a compliment she received regarding Lt. Andrew.

Patricia asked what number to contact if someone's dog is behaving aggressively. Lt. Andrew instructed folks to call or text 911 if the animal is very aggressive against another. The goal is to protect "your service animal." If it's not a threatening situation, but just appearance of aggressive type behavior, call the non-emergency number and notify the operator. Police, Transit Police and Security want to know if there is an issue with any aggressive animal.

Arnold attended a film and lecture in the White Stag building at the University of Oregon used transit to attend. He noted that after leaving the event to access the Skidmore Platform he had to navigate over and around a "bedroom of sleeping transients."

Lt. Andrew confirmed that the issue of homelessness is fairly significant in Portland. Meanwhile, Transit Police can have people leave the Platform, but if it's not on the Platform it is public space requiring 72 hour notice of no camping before someone can be asked to leave the area. To further complicate this, identifying what is and isn't the "Platform" is difficult.

Jan mentioned that the public comment portion at a City Council Meeting may be a good venue to comment on this concern.

Transportation – Fixed Route Operator Training
Cindi Deibert, Manager, Bus Operator Training
Bella Nguyen, Assistant Manager, Transportation Training

Cindi began by noting that Bella and she will be staff representatives to CAT. She summarized her career history and mentioned that she and Bella will be able to assist with questions and much of the material discussed at CAT. Bella summarized her experience and noted that Cindi and her work closely together with the training of bus operators.

Cindi reviewed the bus operator recertification program that occurs every year and requires operators to go through a specific eight hour training. This year, and of particular relevance to CAT and accessibility, a focal point is how operators address limited or no access to the curb upon approach. Training is also instructing operators to kneel the bus in situations where the driver cannot pull into the curb. This issue pertains to previously discussed challenges with Line 77 and parked vehicles obstructing access. Cindi and Bella will be part of that meeting that reviews the Line 77 concerns.

Discussion

CAT members made the following comments:

- Some operators have mentioned that they not supposed to pull up to the curb, others stop a distance from the curb causing mobility challenges, and others pull in at an angle.
- Drivers will always locate a spot to pick up a person with a disability.
- Involving people with disabilities, and perhaps certain CAT members, on training panels may be valuable and worth reviewing.

Public Comment

- Larry Hale inquired as to how operators are trained to deal with service animal issues. He also asked about curb access standards in training noting that in Boston, operators are instructed to get 3” from the curb.
 - Cindi Deibert noted that drivers are instructed to be either 6” in front and 12” in back from the curb, or to stay out 6’. The 6’ standard is used to ensure there is plenty of room to be able to deploy the lift

and/or ramp and have the passenger able to step off of the curb onto the street, onto the ramp and then onto the bus.

- Cindi added that service animals are a challenging situation for operators as it isn't allowable to ask about the nature of disabilities. However, when there is a conflict on the vehicle with a non-service animal and a service animal, operators should immediately contact dispatch. Police and Field Supervisors will be contacted to handle the situation as needed.
 - Jan mentioned the significance and ongoing nature of the serviced animal vs. non-service animal conflict and noted that it may warrant a small group/issue focused effort to review further.
 - In regards to the 6" vs. 6' assessment for accessible boarding/alighting, Claudia Robertson asked what the process is where there are no sidewalks or curbs.
 - Cindi noted that it would be the same process as not being able to access a curb, so 6' at a safe location would be the determination.
- Leon Chavarria provided an example of a bracelet that may be worn to identify any health issues a customer may have. Patrick Preusser, Executive Director, Transportation introduced himself and discussed the different departments that fall under that division.

Bus Stop Accessibility Policies and Procedures Young Park, Manager, In-Street Projects

Young reviewed the department's mission, which is to provide a centralized location for the development, design and management of bus-related, on-street facilities, and amenities. Young then conducted a presentation (See Attachment C) that reviewed the bus stop program at TriMet. Highlights include:

- Staff includes 5 team members.
- Everyday TriMet provides 315,000 trips (65% of those made on a bus).
- The system includes 6,630 stops, which are supported by almost 1,100 shelters and 1,300 additional bus stop seats.
- Over the next five years, the goal is to add between 10 and 20 new shelters per year and a total of approximately 200 small seats and achieve a rate of 50% of stops with seats.
- The Stop Classification Table was reviewed; some highlights are summarized:

- Highest level three (3) bus stops have 250 or more daily boardings and represent transit mall type stops with multiple amenities, high transfer demand (represent approximately 2% of bus stops).
- Second highest level two (2) bus stops have 150 – 250 daily boardings with multiple amenities including shelters, possibly trashcans, printed schedules, etc. These also represent 2% of bus stops.
- Level one stops represent 10% of total stops and have 50-150 boardings throughout the day. 50 is the “magic mark” for shelter installation consideration.
- 86% of stops have fewer than 50 boardings leading to challenges with amenities due to volume and circumstance (e.g. lack of dedicated pedestrian path of travel, concrete for a pad, etc.).
- Parking and bus stop access represent two often time competing priorities for municipal authorities and the transit system to coordinate on.

Discussion

Young confirmed that every location evaluation for shelters or other amenities is a specific analysis. For example, in some cases TriMet works with developers on shelter installation and in other cases a developer may want to work on providing their own amenity in lieu of TriMet’s shelter.

There was discussion regarding shelters that have been removed/eliminated and Young confirmed that reasons include ridership changes and development impacts are two contributing factors.

Shelter placement / maintenance, inventory updates, refuse management, etc. are ongoing responsibilities of bus stop management.

Title VI Accessibility Requirements

Carl Green, Title VI and Equity Programs Administrator

Carl introduced himself and conducted a presentation regarding Title VI of the Civil Rights Act of 1964 as it pertains to transit / transit development analysis.

Highlights are as follows:

- Policies guide the development and delivery of service in support of TriMet’s mission to provide valued transit service that is safe, dependable and easy to use.

- Benchmarks are used to ensure that service design and operation practices don't result in discrimination on the basis of race, color, or national origin. This also includes low income populations.
- With respect to Title VI, the share of minority population within the TriMet district should be no less than the share of non-minority populations with service available (expectation for low income at 150% of Federal Poverty Level - FPL).
 - 90.6% of all minorities are within ½ mile of bus service compared to 87.6% of white non-Hispanic.
 - 19.8% of all minorities are within ½ mile of MAX service compared to 14.7% of white non-Hispanic.
 - 1.1% of all minorities are within ½ mile of WES service compared to 0.7% of white non-Hispanic.
 - 93.5% of individuals below FPL are within ½ mile of bus service compared to 88.3% of the overall population.
 - 22.7% of individuals below FPL are within ½ mile of MAX service compared to 16.3% of the overall population.
 - 1.3% of individuals below FPL are within ½ mile of bus service compared to 0.8% of the overall population.
- Disparate Impact pertains to minority populations and Disproportionate Burden is in regards to low income populations. For stop spacing population threshold for the former is 31% and the latter is 27%. Meanwhile, the distance for the analysis is ¼ mile for bus stops and ½ mile for rail platforms.
 - There is no disparate impact or disproportionate burden due to the populations in the areas surrounding these stops being 15% minority and 16% low income.
- Distribution of Amenities analysis involves three steps:
 - Inventory Stops
 - Assess type of amenities at each stop.
 - Evaluate whether there is an equal distribution of amenities.
- There is no disparate impact in regards to the distribution of amenities at bus stops.

Elevator Replacements (Stations at 60th Avenue, 82nd Avenue, and 42nd Avenue)

Wendy Serrano, Representative, Community Affairs

Wendy reviewed the upcoming elevator replacement projects that will require the tearing down of the elevators at the aforementioned stations and subsequent

replacement work. The work for each station will take approximately 14 weeks. She conducted a presentation and the highlights are as follows:

- Work Plan
 - 60th Avenue (May 17 – August 7)
 - 82nd Avenue (August – October)
 - 42 Avenue – AKA Hollywood Transit Center (October – February)
 - Will also include the improvement at the ramp so that it's more accessible to access the elevator.
- Improvements include better lighting and wayfinding inside the elevator.
- Stations will be staffed during the project to facilitate rider awareness.
- Announcements will be posted weeks prior to the projects.
- There will be a supervisor at Hollywood Transit Center, along with staff at 60th street to make sure that nobody who needs the elevator gets off the train.

Discussion

CAT member and staff dialogue confirmed that the project would be in ADA Compliance and have Braille signage in appropriate places. Further dialogue reviewed the presence (or lack thereof) of ramps at each station. Details are summarized below:

- 42nd Avenue is the one station in this group that has a ramp. There will be announcements, staff presence and a shuttle vehicle to let folks know not to deboard at 60th Avenue during construction and ride through to 42nd Avenue where the shuttle will be available to return to 60th.
- During construction at 82nd Avenue, which has no ramp, individuals needing that access will need to travel to 42nd as well.

Wendy acknowledged the inconvenience of this work, but said it is a necessary project to ensure these elevators are brought to a state of good repair. (Delete the bullet for this last one....I couldn't get rid of it)

Type 6 Vehicles replacing Type 1 Cars

Jason Grohs, Manager CP Vehicle Engineering and Jennifer Koozer, Manager Community Affairs

Jennifer introduced this item by referencing the November CAT Meeting Discussion Item that reviewed the replacement of the Type 1 light rail vehicles (1986 Accessibility Standards). Those are the oldest vehicles in the light rail fleet and have been appropriately scheduled for replacement.

Jason is the project manager for the solicitation and manufacturing of these Type 6 Vehicles. Jennifer referred CAT to a presentation attachment. The highlights are included below:

- This includes 26 Light Rail Vehicles (18% of current fleet)
- Procurement Timeline
 - 2018 Solicitation
 - 2019-20 Design / Manufacture
 - 2021-22 Commissioning / Training
 - 2021-23 New Vehicles in Service
- Current Type 6s' based on Type 5 vehicles that CAT had a lot of design input on.
- One suggestion was luggage racks, however this amenity doesn't work very well due to people desiring their luggage in close proximity to themselves and that the racks take up valuable space.
- Staff received solicited rider comments about preferences and received over 12,000.
 - Highest preference item was either WI-FI or having outlets to charge their devices on trains.
 - There were about 130 comments specific to accessibility features with audio announcements being first and visual announcements second.
 - Comments also included low floor preference (Types 2, 3, 4, 5, and 6)
- Stanchion Color feedback from CAT: Jason reviewed the challenges and expenses with maintaining the yellow powder coated color in comparison to the more durable and inexpensive stainless steel. However, yellow is necessary for accessibility and safety purposes. Highlights from the dialogue are included below:
 - Use yellow in transition areas.
 - Total design will be similar to the Type 5.
 - Floor to ceiling should be yellow from 36" mark up.
 - Horizontal bars are not as critical for the color treatment, which is generally typical of the bus fleet.
 - There is no TriMet system standard yet, but that is a goal for purposes of consistency and reliability.
 - Stainless should work on non-critical areas accessibility and safety wise.
 - Yellow is always the most elder friendly color accessibility wise.
 - There was discussion regarding appropriate transit rider etiquette and interior circulation to invite people to move. This goes to comfort, access and safety.

- It was noted that the tape switches are effective but they are physically too close to the bar for people with mobility and/or dexterity issues to align themselves with the bar at the appropriate time to alert the driver to extend the ramp.

Oregon House Bill Transportation Preservation and Modernization

Vanessa Vissar, Planner III, STP

Vanessa identified herself as the staff point of contact for the Special Transportation Advisory Committee on which many CAT members participate. The Oregon Legislature passed House Bill 2017 to invest in Oregon's transportation system. Vanessa conducted a presentation and the highlights are as follows:

- The State established a new dedicated funding source for expanding public transportation, and that piece is known as the Statewide Transportation Improvement Fund.
- 1/10th of one percent of the payroll tax on individuals will go towards public transportation, and 90% of the funds raised in Tri-Met's district through this tax will return to the district.
- It begins on July 1st, 2018 and funds will start receiving in 2019.
- Initially, in 2019 there will be about \$26 million and subsequently TriMet will have about \$50 million annually.
- An advisory committee advises on TriMet's plan for how the funds will be used (includes Regional Plan as well). Ultimately, the plan is submitted to the Oregon Transportation Committee to approve.
- Plan must include a description of amount used for the following:
 - Increased Frequency to low-income areas
 - Natural gas or electric buses
 - Fare reduction for low-income individuals
 - Expansion of bus routes and service to low-income areas
 - Improved connections inside and outside/between district boundaries
 - Reduced fragmentation of services
- The HB 2017 Advisory Committee includes:
 - Geographic representation & elected officials
 - Seniors
 - People with Disabilities
 - Student
 - Regular Rider
 - Communities of Color
 - Environmental
 - Employers

- Labor
- Other modes & providers
- A portion of these funds will be dedicated to the Low Income Fare. Recommendations from the Low Income Fare Task Forces include:
 - Eligibility of up to 200% of the Federal Poverty Level (FPL)
 - Recommended a program subsidy at 50% off of an Adult Day Pass and 70% off of an Adult Monthly Pass (equivalent to Honored Citizen and Youth Fare structures)
 - Approximately \$12.3 million per year; supporting up to 45,000 riders
 - TriMet's commitment that any new resources would be prioritized to fund the new LIF Program and service increases
 - While funds won't be received until early 2019, TriMet's goal is to launch in July 2018
- The highlights of the FY 2019 Service Proposal are as follows:
 - 24 hour service on lines 20-Burnside/Stark and 57-TV Highway
 - New bus service to the Portland Airport when Red Line isn't running
 - Increase frequency on 3 bus lines (20, 73-122nd, 81-Kane Rd/257th)
 - Route changes to two bus lines (24-Fremont, 79-Clackamas/Oregon City)
 - Increase span of service (61-Marquam Hill/Beaverton, 64-Marquam Hill/Tigard, 66-Marquam Hill/Hollywood, 68-Marquam Hill/Collins Circle, 96-Tualatin/I-5)
 - Once new bus line (Clackamas County on Webster Road)
- The Low Income Fare represents a \$12 Million (24%) allocation and the FY 2019 Service Proposal is \$3.5 Million (7%).
- Regional coordination is another focal point of HB 2017. This includes the reduction of fragmentation between communities inside and outside the TriMet District; along with first mile / last mile service to areas on the edge of the District due to the street network or low population/employment density.
 - \$3.0 million (5.5%) funding set aside for this type service
- There will be 4 workshops this spring in April and May to hear from the community.
- Decision by the advisory committee on allocation is expected by late fall.

Discussion

Arnold expressed concern that Portland Public High School has a free fare program, unlike the other school districts in the region. He feels this inequity should be reviewed and that every student have access to the same "free transit ride." This both provides equal access to service, while promoting transit a new generation of riders.

It was confirmed that there is nothing in this bill to specifically fund services for people with disabilities, but there is nothing precluding electing to fund something that would focus on that market.

LIFT Update

Eileen Collins, Manager, LIFT Service Delivery

Eileen reviewed the material for the LIFT Report and noted that there were multiple inclement weather days in January and February 2017. Accounting for inclement weather days,

- total monthly ridership decreased 4.7% in January 2018 and increased 2.6% in February.
- January 2018 no-shows decreased by 0.5% and 2.1% for cancellations.
- on-time performance in January 2018 was up 6.1% at 92%, while February improved by 3.5% at 92.2%.
- complaints were lower in January and February 2018, while commendations increased in those same months which is a positive trend.

Eileen has invited Broadway Cab staff to the May CAT meeting. There has been effort to increase their coverage in outlying areas and late nights where they have the greatest challenges meeting service expectations. However, in January Broadway Cab achieved 96% on-time performance, which TriMet staff was happy to see. Meanwhile, they are acquiring some of TriMet's retired minivans for their wheelchair accessible fleet.

LIFT services participated in evacuation assistance the week of March 12, 2018 in Northeast Portland due to the auto salvage fire.

LIFT is reviewing the unattended passenger policy. About 40% of trips are performed for passengers who need someone to receive them at their drop-off location. Staff will be reaching out to CAT for representation on a work group to review the policy revision options and issue overall. This work group will also include broad community/industry representation, including group homes and worksites. The work group will probably meet for 2 or so hours a couple different times.

LIFT is performing transit/travel training outreach on a monthly basis with St. Agatha's Catholic School and Providence Center. Additionally, students from the former read to medically fragile children being treated at the latter.

Discussion

There were some concerns regarding Broadway Cab brought up for other clients/markets that they serve (e.g. Ride Connection) and by Chris Walker related to recent LIFT rides. LIFT Staff will ensure adequate representation by Broadway Cab at CAT meetings to discuss concerns. Additionally Eileen meets regularly with Broadway Cab and is confident that they will do whatever we need them to do to address issues.

Diana Keever and Ryan Skelton expressed interest in membership on the work group to address the unattended passenger policy.

Jan concluded the meeting after a final call for questions.

Adjournment

The meeting adjourned at 12 pm.