

## ATTACHMENT A

### MINUTES OF THE COMMITTEE ON ACCESSIBLE TRANSPORTATION September 17, 2014 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**

Attendees: Trish Baker, Dr. T. Allen Bethel, John Betts, Leon Chavarria, Beth Nagy-Cochran, Jim Jackson, Patricia Kepler, Arnold Panitch, Zoe Presson, Claudia Robertson, Chris Walker

Staff: Dee Brookshire, Corrinna Griffis, Kathy Miller, Sam Marra, Bryon McNatt, Allen Morgan, Bob Nelson, David Trimble

Guests: Mike Bedlion (First Transit), Michael Bozarth (First Transit), Alexa Golden, John Joseph (First Transit), Adam Kris, Margo Moore (First Transit), Andrea Olson, Joel Remme, Lt. Eric Schober (Transit Police), Kathryn Woods

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

Claudia Robertson, Vice Chair, asked for approval of the July meeting minutes.

**Trish Baker made a motion to approve the July 16 meeting minutes. The motion was seconded and passed with one abstention (Beth Nagy-Cochran).**

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

Claudia reported that Jan Campbell, Paul Pappas, and Diana Kever were unable to attend today's meeting. She acted as chair in Jan's absence.

Claudia said that Ride Connection held their grand opening celebration at their new facility and NE 99<sup>th</sup> and Glisan on Wednesday, September 10. The facility is accessible by transit and the event was well attended.

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**WRITTEN COMMUNICATIONS**

Kathy Miller distributed an email communication to the CAT from Adam Kriss. It will be forwarded to the appropriate staff for review.

**STAFF COMMENTS**

Kathy said that additional documents distributed at the meeting included: 1) a copy of the Executive Committee meeting minutes from July; and 2) a revised copy of the LIFT Operations Report for August.

Kathy announced that the Executive Committee and staff have decided to cancel the November 19 CAT meeting in order to provide CAT members with a tour of the remodeled Center Street facility. Staff will provide details prior to the tour.

She reminded CAT members that they have been invited to attend the Board meeting on Wednesday, September 24, at the new Ride Connection facility. A reception will begin at 8 a.m. with the meeting beginning at 9 a.m.

Bob Hastings, Agency Architect, made a presentation at the July CAT meeting and requested that the CAT form two new ad hoc committees to address wayfinding and a final review of the areas surrounding the PMLR stations. Kathy requested that CAT members let her know of their interest and said that the Executive Committee would appoint members to each of the committees.

**PUBLIC COMMENT**

Kathryn Woods offered a commendation on today's LIFT trip to the meeting that was provided by Broadway Cab. The operator arrived within the pick-up window, announced himself and asked for her by name, assisted with securement, drove well, and accompanied her to the door at her destination.

Joel Remme, LIFT customer, lives in Tualatin and stated his home is outside the ADA service area. He has made arrangements to use a neighbor's address within the boundary for his pick-up location for weekday trips. There is no service provided near his residence on the weekends.

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Mr. Remme read a letter from his neighbor indicating his safety concerns for this arrangement and requested consideration for a solution. David Trimble said that TriMet staff would take his information and review.

Arnold Pantich asked Mr. Remme if TriMet staff had explained the lack of service on the weekends. Mr. Remme said that he had been advised that he would have to find an alternate pick-up point.

Kathy said that the amount of LIFT service provided is dependent on the fixed route service provision and that was likely the reason for the reduced service on the weekends. Claudia added that LIFT service is complementary service. Any LIFT customer who lives on a bus line that is not operable for a specific time also does not have access to LIFT service.

Adam Kris commented on the installations of the new leaning benches. He suggested that the benches be installed at additional locations in the downtown area where there is still a lack of seating available. He also commented on the need for additional Transit Tracker installations in the downtown area.

Allen Morgan responded that there are plans to eventually install Transit Tracker at all MAX stations. He added that the installation of leaning benches has been aimed at neighborhood areas.

### **TRANSIT POLICE REPORT – Lt. Eric Schober**

Lt. Eric Schober provided an update on recent Transit Police activities. Highlights on the report included:

- Stats on criminal activity continue to decline.
- There were a total of 11 thefts reported for the month of July which is very low considering there are over 300,000 rides provided daily.
- There have been some spikes in criminal mischief activity which includes graffiti, and vandalism to buildings and transit vehicles, etc.

Lt. Schober reported on the three recent fatalities in two separate incidents.

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### **Discussion**

Claudia asked about the MAX operator's ability to see the location of the customers in the one incident that occurred as the train left the platform. Lt. Schober said that the camera angles had been viewed as part of the investigation and the operator would not have had visibility of the customers' locations.

Patricia Kepler asked about any passenger's ability to see what had happened from inside the train to notify the operator.

Allen commented that on the Type 1, 2, and 3 vehicles, the passenger's view between coupled vehicles is very limited if at all. There was very little opportunity for a passenger to report what had happened.

Jim Jackson commented on the location of the emergency buttons within the vehicles to contact operators. He asked how they can be found by customers with low or no vision. Allen said that on some cars they are located above the doors and others to the right of the doors.

Jim suggested that TriMet have a campaign to increase customer awareness of safety elements. He feels this would help develop a stronger sense of community responsibility and encourage riders to assist and look out for one another.

Patricia commented that in recent years, TriMet has provided an opportunity for customers of Independent Living Resources to view the inside the vehicles to become familiar with their features. She asked if this opportunity could be provided again. Allen responded that such an activity could be arranged.

Arnold commented on a recent trip on MAX from the airport at about 11 p.m. on September 1, Labor Day to downtown Portland. He said there was a security staff person present to check the train but there no Transit Police officers or fare inspectors on the train.

He reported there were a number of people who deboarded at the airport including several who got off, waited on the platform and then boarded again. Several of these individuals appeared to be intoxicated and were on cell phones and could be heard by the other passengers as they arranged drug deals including the points where they would meet their customers. He added that

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there were also customers with bicycles, carts and luggage using the priority seating area.

Arnold expressed concern that there were a number of violations taking place but no enforcement personnel were present. It made passengers uncomfortable and it definitely wasn't a positive image for visitors who had boarded at the airport.

Lt. Schober said that he would investigate.

Arnold also commented that one of his colleagues had been cited for not having a valid fare on MAX. He had had to run to catch the train and hadn't validated his ticket. Arnold asked if MAX could have onboard validation machines similar to those on Portland Streetcar or if the fare inspectors could validate the tickets themselves.

Allen responded that some people would still wait to validate their tickets until they saw a fare inspector on the vehicle.

### **TRIMET UPDATE – Bob Nelson, Interim Deputy General Manager**

Bob Nelson, Interim Deputy General Manager, introduced two new executive directors and provided an update on TriMet accomplishments.

Sam Marra is the new Executive Director, Maintenance, and joined TriMet in July. He said he is enjoying learning about TriMet Operations and looks forward to working with the committee in the future.

Dee Brookshire, Executive Director, Finance and Administration, joined TriMet in August and has extensive experience in public finance and most recently was with the Sacramento Regional Transportation District for the past seven years.

Bob reviewed TriMet activities and highlights of the presentation included:

- In September, approximately \$5.5 million of service was restored including adding more frequent service into the evening hours on buses and on the Green, Red, and Yellow MAX lines.
- Last March, more frequent service was also added mid-day and service was increased on 12 lines that were experiencing over-crowding and to improve reliability.

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- There are 30 new fixed route buses being added to the fleet which will decrease the average fleet age to eight years.
- The new 3100, 3200, and 3300 include a new ramp design and the current 3000 series buses will also be retrofitted with the same ramp.
- In January 2015, procurement will begin to replace the 30-foot buses. These will be low-floor buses with easier access.
- LIFT has received 27 new buses and the intent is to purchase 51 more buses over the next year.
- Service Enhancement Plans are being developed for East Multnomah County along with the Division-Powell corridor and Southwest in the Tigard-Tualatin area.
- The Center Street remodeling is complete and the Operations Command Center relocated there in early September.
- Preparations are underway for the opening of PMLR in September 2015 which will provide an expansion of the system and the operator workforce.
- As a result of the Secretary of State's recent audit, an Ethics Hotline will be established for employees to report any concerns of fraud or wrongdoing. Multnomah County and the State of Oregon have similar hotlines for their staff's use.
- The E-fare Project is well underway and pilot tests should begin in 2016.

Bob encouraged the committee to attend the next Board meeting which will be held at Ride Connection's new facility on September 24. He said TriMet was pleased to have assisted Ride Connection with obtaining grant funds for the purchase of the new facility and complimented them on their work.

### **Discussion**

Jim Jackson asked if the new buses would include a companion seat in the priority seating area. Bob said that the new buses, with the exception of the 3000 series, include the seat.

Arnold commented on how changes to fixed route service impact the ability of seniors and/or people with disabilities to travel on fixed route, particularly on the weekends. The changes to fixed route also contribute to how much LIFT service is provided. He emphasized that staff needs to be cognizant of these additional needs when determining fixed route adjustments.

Bob agreed and said that TriMet also looks to Ride Connection to assist with the needs for these rides.

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Claudia asked about the creation of the fare zone for the new station designs and the locations of the ticket vending and validation machines. Bob responded that those locations are still under review.

Claudia commented that on Wednesday, November 12, the City of Portland will be considering the street tax fee, the ADA Title II transition and implementing 311 as the new non-emergency number system. She has said there has been very little public comment on the issues. She added that the consultant had commented that the transit system in Albuquerque, NM has incorporated the transit system customer service line into that number.

Bob said that he was not anticipating any changes for TriMet.

### **Public Comment**

Adam Kriss complimented TriMet on the renovations on the system including the improvements at Sunset Transit Center. He asked if there were any plans to increase bus shelters particularly at locations such as PCC's Cascade Campus and other outlying locations.

Bob said that TriMet is continually looking at ways to improve bus shelters and emphasized the importance of the space available and the pedestrian network to reach the stop. He suggested that Young Park, Manager, Capital Projects, provide an update on the shelter replacement program. Staff will follow-up for a future meeting.

### **CAT REPORTS**

Claudia said the Executive Committee (EC) minutes were distributed at the meeting. She noted that the Executive Committee had decided that Jan Campbell and Trish Baker would represent the CAT at the OTA Conference in Seaside, October 19-22.

### **BLUE LINE STATION REHABILITATION – Bryon McNatt, Project Manager; Adriana Stanley, Engineer I**

Bryon McNatt, Project Manager, and Adriana Stanley, Engineer I, provided an overview of the Blue Line Station Rehabilitation Program. Bryon reported that the program is funded through the general fund and will focus on 14 Eastside

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stations from 42<sup>nd</sup> Hollywood to Cleveland Station in Gresham. The work will not include the Rockwood and Civil Stations because those have been recently upgraded.

The primary goals of the program are to: 1) address perceived and real safety issues; 2) rehabilitate stations to be consistent with designs of new stations; and 3) minimize lifelong maintenance requirements and reduce costs.

Phase I of the project will address access control and is in the final stages of design. Construction will begin in October and continue through 2015. The project is primarily driven for the future E-fare system.

The current stations were designed and developed about thirty years ago and the goal of this program will be to update the stations to resemble the new PMLR stations by developing an access control zone on the platform. The ticket vending and validation machines and accompanying amenities will be moved to the beginning of the platform area.

Lighting will be updated and increased by removing trees on the platform and installing light poles to improve light consistency throughout the platform. Signage will also be updated.

Phase 2 – Shelters and Buildings will include design development in 2015 with construction in 2016-17. In Phase 2, 16 shelters will be renovated to increase transparency and enhance security. Brick walls of the shelters will be removed and replaced with glass. Brick walls located along the roadways will be maintained as a safety barrier from car traffic.

Phase 3 – Platforms/Finishes will undergo design in 2017 and construction in 2018-19. Pavement areas will be repaired or replaced as needed. ADA ramps will be relocated and rebuilt to better meet ADA standards in slope and cross slope. Tactile pavers will be reset and metal surfaces will be repainted or resurfaced as needed. Staircases will also be updated to a state a good repair.

The goal will be to make the updates yet respect the urban character and individual station identities to blend in with the existing architectures.

Bryon reviewed drawings which illustrated the design and placement of the features at each of the stations.



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### **Discussion**

Claudia asked if the changes would take place at all three Banfield stations. Bryon responded that all three stations would be updated to include "access control" which is determined by the placement elevators, TVM's, shelters and signage to define the area that requires a paid fare.

Zoe Presson asked about the Hollywood Station where the elevator is located next to the stairs. She is always concerned about accidentally being pushed down the stairs. She suggested adding a protective pole barrier of some sort at the top of the stairs. Bryon said staff would discuss if there were any options.

Jim asked about the current chain-link fence at the 82<sup>nd</sup> St. station and said its removal would allow for travel in either direction by the elevator. Bryon agreed and said that its removal would be part of the project.

Claudia asked if the work would require complete closure of the stations. Bryon said that the stations would not be closed but that there would be limited access while the work was underway.

Arnold said that the CAT's heard past comments about the lack of reliability of the elevators. He asked if the elevators would be retrofitted as part the project. Bryon responded that the elevators are not part of this project but there is a program in Capital Projects to retrofit at least the Banfield stations in the near future. The plan will be for work system-wide but will begin with the Banfield section.

Claudia asked that staff report back on the project as progress is made.

### **Public Comment**

Kathryn asked about plans for increased lighting, particularly at the 82<sup>nd</sup> St. station. Bryon said that there would be lighting improvements on the platforms and at the top end of the elevators and shelter areas.

Adam asked for further explanation on how fare zones on the platforms would prevent people from gathering there if they didn't intent to ride. Bryon said that people would still be able to access the platform without a fare. It is expected that the changes will assist fare inspectors to enforce fare requirements because will be a defined area where a fare is required. The changes would also allow the addition of fare gates if TriMet were to opt to make those changes

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in the future. Further studies regarding accessibility would be required before that change could be made.

**LIFT OPERATIONS QUARTERLY REPORT – FY14 – Susan Florentino, Manager, LIFT Service Delivery**

Susan Florentino, Manager, LIFT Service Delivery, reviewed the LIFT Operations Report for FY14. Weekday ridership has increased by approximately .1 percent while Saturday and Sunday ridership is down.

Susan noted that there have been some challenges with on-time performance and increased customer complaints, particularly regarding timeliness compliance. Staff is working to address these issues and there have been some system improvements and upgrades over the past year that should have some positive impacts.

About a year ago, LIFT went onto the CAD/AVL system which has provided improved tools for operators with the use of electronic manifests and mapping and navigation. In the middle of the year, TriMet made an investment in the new hardware for the scheduling and dispatch servers and earlier this month, LIFT upgraded the scheduling and dispatch software to be able to take full advantage of the hardware upgrades.

**Discussion**

Leon shared comments from a friend who is a LIFT customer. She had spoken with him on the cleanliness of the seats, handles, and grab bars of the LIFT vehicles. Susan said she wasn't aware of any complaints on this issue and emphasized that customer comments are important to the program. Comments may be called in or sent by email.

Patricia asked if the reduced ridership on the weekends was due to the past fixed route service reductions. Susan said that is most likely the primary reason and there are also more people using the service for work trips Monday-Friday.

Susan commented that the new LIFT buses in the fleet should help improved on-time performance and also reduce maintenance issues.

Arnold said that there is less access to transportation for LIFT riders on the weekends and there's little incentive for TriMet to increase LIFT service due to

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the cost. Susan responded that weekend service is important to all TriMet customers. She added that LIFT does not prioritize rides based on trip purpose. The amount of LIFT service provided compares to the fixed route service so any increases would be based on expanded fixed route service.

**Public Comment**

Kathryn commented on her experience trying to reserve a LIFT ride to a location where service wasn't provided on the weekends.

Claudia commented that the ADA requires complementary service and that TriMet provided LIFT service beyond the requirements for years prior to the last budget reductions. She stated that there are also many people who are seniors and/or have disabilities with limited fixed service on weekends so boundary limitations impact all customers.

Adam said it is important that customers understand the boundaries so Reservations and Customer Service staff should ensure that they are explaining the boundary limitations.

**LIFT ELIGIBILITY QUARTERLY REPORT – FY14 – Kathy Miller, Manager,  
LIFT Eligibility and Community Relations**

Kathy reviewed the LIFT Eligibility determinations for FY14. Highlights of the report included:

- There were 2,892 new applicants
- Results for new applicants were:
  - 38.3 percent unconditional;
  - 20.1 percent conditional;
  - 15.9 percent temporary;
  - 2.8 percent denied;
  - 1.9 percent withdrew; and
  - 21 percent were unable to process because they did not complete the process.
- There 3,583 customers notified of the need to complete the recertification process.
- Results for recertifying customers were:
  - 31.1 percent unconditional;

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- 13.8 percent unconditional;
- 1.4 percent temporary;
- .7 percent denied;
- .2 percent withdrew;
- .3 percent in process; and
- 52.2 percent allowed their eligibility to expire.
- There were a total of 34 requests for appeal. Twelve were resolved through administrative review and 22 were determined by the appeals panel.
- Of those completed by administrative review:
  - One decision was upheld;
  - Five denials changed to conditional;
  - Three conditionals changed to unconditional;
  - Two had increased conditions; and
  - One changed from temporary to conditional.
- Of those heard by the panel:
  - Eleven decisions were upheld;
  - One denial changed to unconditional;
  - Eight denials changed to conditional;
  - Two appellants did not attend their hearings; and
  - Two appeals are pending customer scheduling.

Kathy commented that the number of customers notified for recertification who let their eligibility expire has increased. The majority of this group take very few, if any, trips on LIFT so it may be that they have been able to take advantage of other transportation options including fixed route.

### **Discussion**

Claudia commented that Kathy had answered her questions about the number of customers letting their eligibility expire. She said that she has known of some families who have helped their parents get eligibility but then they may not follow-up with them to see if they are actually using the service.

She added that Multnomah County staff has started completing transportation assessments for clients to help to educate them further on the options available to them including the RideWise travel training program.

**CAT HANDBOOK DISTRIBUTION -- Kathy Miller, Manager, LIFT Eligibility and Community Relations**

Kathy distributed a new CAT Handbook for FY15. She reviewed the sections included and said that she had added a copy of Ordinance 321 dated February 22, 2012, regarding LIFT fares to the *CAT Actions* section.

The CAT will update the FY15 CAT Work Plan at the next meeting so copies will be provided at a future meeting to be placed in the handbook.

Kathy also distributed the new TriMet schedule books dated August 31, 2014.

**CAT MEMBER COMMENTS**

Beth Nagy-Cochran said that she met a gentleman from Boston on her MAX ride today and he was very complimentary about TriMet's fixed route system and its accessibility features.

Claudia commented that she too has heard positive comments about the transit system through focus groups and out-of-town visitors.

Chris commented that the lengths of his LIFT trips from Forest Grove to Beaverton/Portland seem to be increasing.

Claudia said that it is becoming more difficult for people because many senior assisted living facilities are moving further out. She said it is a land planning issue and difficult to find a solution.

Arnold commented on information included in the CAT Handbook and asked Dr. Bethel about the districts represented by the Board of Directors.

Dr. Bethel responded that each Board member represents a district and may participate in additional transit-related meetings for a specific area. He gave an example about the review of the Line 8 bus route and how the district residents' opinions were considered in the reroute.

Dr. Bethel added that when the members meet as the Board, they are representing the entire district and working to make the best decision for all transit riders.

**ADJOURNMENT**

The meeting adjourned at 11:45 a.m.